



Chief District Medical & Public Health Officer,  
Keonjhar, Odisha

RFP No: 5915 /2023

Date: 15.12.2023

**REQUEST FOR PROPOSAL**

**Operations and Management of Patient Facilitation Centre in SCBMC&H, Cuttack under DMF  
Keonjhar**

Governor of Odisha represented through Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, Govt. of Odisha, invites sealed proposals from eligible bidders for “Operations and Management of Patient Facilitation Centre in SCBMC&H, Cuttack under 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	15.12.2023
2	Deadline for Submission of Pre-Proposal Query	25.12.2023 on dpmu.nhmkeonjhar@gmail.com
3	Issue of Pre-proposal Clarifications	28.12.2023 via online mode on <a href="https://kendujhar.nic.in">https://kendujhar.nic.in</a>
4	Last Date for Submission of Bid	10.01.2024 before 12.30 PM
5	Date of Opening of Technical Bid	10.01.2024 at 04.00 PM
6	Date of Technical Presentation	Bidders will be intimated on later stage.

The proposal complete in all respects must reach the undersigned by **Speed Post/Registered Post/Courier** only latest by 10.01.2024 before 12.30 PM in a sealed envelope clearly mentioning on the top of it “Operations and Management of Patient Facilitation Centre in SCBMC&H, Cuttack under DMF Keonjhar”. The proposals received beyond the last date and time will be rejected. The authority reserves the right to reject any/ all proposals without assigning any reason thereof.

**Address for Submission of Proposal:**

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

## **Request for Proposal**

### **Operations and Management of Patient Facilitation Centre in SCBMC&H, Cuttack under DMF Keonjhar**



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

**December 2023**

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### **Disclaimer**

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

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

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

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

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

## Section I: Letter of Invitation and Factsheet

### 1. Letter of Invitation

RFP No:5915

Dated: 15.12.2023

**Name of the Assignment: Operations and Management of Patient Facilitation Centre in SCBMC&H, Cuttack under DMF Keonjhar.**

1. The “Chief District Medical and Public Health Officer, Keonjhar” Government of Odisha (The Client) invites sealed proposal from eligible bidder under the process for “**Operations and Management of Patient Facilitation Centre in SCBMC&H, Cuttack under DMF Keonjhar**” More details on the proposed study are provided at Section - III: Terms of Reference (ToR) of this RFP Document.
2. A bidder will be selected under QBS Selection procedure as prescribed in the RFP Document in accordance with the procedures prescribed herewith circulated vide Office Memorandum No. 37323/F, Dated: 30.11.2018 of Finance Department, Govt. of Odisha.
3. The proposal, complete in all respect as specified in the RFP Document must be accompanied with a non-refundable amount of INR. 10,000/- (Rupees Ten Thousand only) towards Bid Processing Fee and a **Refundable amount towards EMD of INR 10,00,000/- (Rupees Ten Lakhs only)** in form of **Demand Draft (DD)** in favour of “CDMO, Keonjhar, DMF” drawn from any Scheduled/Nationalized Bank and payable at Keonjhar, Odisha failing which the bid will be rejected.
4. The proposal must be delivered at the specified address as per the Bidder Data Sheet by Speed Post / Registered Post / Courier only. The Client shall not be responsible for postal delay or any consequence. Submission of proposal through any other mode will be rejected.
5. The last date and time for submission of proposal complete in all respects is Date 10.01.2024 before 12.30 PM and the date of opening of the technical proposal is 10.01.2024 at 04.00 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 [Section – I]
  - b. Instructions to the Bidder [Section – II]
  - c. Terms of Reference [Section – III]
  - d. Technical Proposal Submission Forms [Section – IV]
  - e. Annexure [Section – V]
7. While all information/data given in the RFP are accurate within the consideration of scope of the proposed assignment to the best of the Client’s knowledge, the Client holds no responsibility for accuracy of information, and it is the responsibility of the bidder to check the validity of information/data included in this RFP. The Client reserves the right to accept / reject any / all proposals / cancel the entire selection process at any stage without assigning any reason thereof.

-S/D

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

## 2. Bidder Data and Factsheet

Sr. No.	Particular	Details
1	Name of the Client / Contact Person / Address for Submission of Proposal	Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, District Headquarter Hospital, Keonjhar At/Post: District Keonjhar, Odisha – 758001 Email: dpmu.nhmkeonjhar@gmail.com
2	Availability of RFP Document	<a href="https://kendujhar.nic.in">https://kendujhar.nic.in</a>
3	Date of Issue of RFP	<b>15.12.2023</b>
4	Deadline for Submission of Pre-Proposal Query	<b>25.12.2023 on dpmu.nhmkeonjhar@gmail.com</b>
5	Issue of Pre-proposal Clarifications	<b>28.12.2023 via online mode on <a href="https://kendujhar.nic.in">https://kendujhar.nic.in</a></b>
6	Last Date for Submission of Bid	<b>10.01.2024 before 12.30 PM</b>
7	Date of Opening of Technical Bid	<b>10.01.2024 at 04.00 PM</b>
8	Date of Technical Presentation	<b>Bidders will be intimated on later stage</b>
9	Place of Opening of Proposal	NHM Conference Hall, District Headquarter Hospital, Keonjhar – 758001
10	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
11	Bid Processing Fee (Non-Refundable)	INR10,000/- (Rupees Ten Thousand only) (including GST) in the form of demand draft (DD) drawn in favour of “CDMO, Keonjhar, DMF” drawn in any Nationalized / Scheduled Bank payable at Keonjhar. The bid processing fee shall be submitted along with the 1 <sup>st</sup> Inner Envelope of the Technical Proposal.
12	Earnest Money Deposit (EMD) (Refundable)	INR 10,00,000/- (Rupees Ten Lakhs only) in the form of demand draft drawn in favour of “CDMO, Keonjhar, DMF” drawn in any Nationalized / Scheduled Bank payable at Keonjhar. The EMD shall be submitted along with the 1 <sup>st</sup> Inner Envelope of the Technical Proposal.
13	Performance Bank Guarantee	3% of the entire contract value
14	Name of the Project	<b>Operations and Management of Patient Facilitation Centre (PFC) in SCBMC&amp;H, Cuttack under DMF Keonjhar</b>

NOTE:

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

-SD

Chief District Medical and Public Health Officer,  
Keonjhar

## Section II: Instructions to the Bidders

### 1. Pre-Qualification Criteria

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

Sr. No.	Basic Requirement	Specific Requirement	Documents Required*
1	Registration	The Agency shall be an organization / NGO registered under any of the following: <ul style="list-style-type: none"> <li>• Society Registration Act 1860</li> <li>• Indian Trust Act 1882</li> <li>• Indian Companies Act 1956/2013</li> <li>• Indian Partnership Act 1932</li> <li>• Limited Liability Partnership (LLP) Act, 2008</li> </ul>	<ul style="list-style-type: none"> <li>• Copy of Registration/ Certificate of Incorporation</li> <li>• PAN Document</li> <li>• GST Certificate</li> </ul>
2.	Operation	The Agency shall have been in operation for the past three (3) years as on the date of submission of the RFP and filed ITRs for the last 3 FYs i.e., 2020-21, 2021-22 and 2022-23.	<ul style="list-style-type: none"> <li>• Last three FY's Audited Financial Statement duly signed by a Chartered Accountant for 2020-21, 2021-22 and 2022-23.</li> <li>• Original TECH 3.</li> </ul>
3	Turnover	The Agency shall have an average annual turnover of at least Rupees Two (2) Crores over the last three FYs 2020-21, 2021-22 and 2022-23. This must be the individual Agency's turnover and not that of group companies/organizations.	<ul style="list-style-type: none"> <li>• Average Annual Turnover Statement</li> <li>• TECH 3 in original</li> </ul>
4	Authorized Representative	A Power of Attorney in the name of the person signing the proposal.	<ul style="list-style-type: none"> <li>• Original Power of Attorney, notarized on Rs.100.00 Bond paper as per TECH 4</li> </ul>
5	Previous Work Experience	The Agency shall have prior experience of Operations and Management of atleast 3 Facilities / Centers / Units, for cumulative of the following: <ul style="list-style-type: none"> <li>• Patient Facilitation Centre</li> <li>• Maa Gruhas / Maternal Waiting Homes</li> </ul>	<ul style="list-style-type: none"> <li>• Filled up TECH 5 along with copies of Work Orders/ Sanction Orders / MOUs / MOAs / Engagement Letters/ Completion Certificates or</li> </ul>

		<ul style="list-style-type: none"> <li>• Creches / Palna Ghar / Ama Kalika Kendra</li> <li>• Nutritional Rehabilitation Centers (NRCs) / Child Nutrition Centres (CNCs)</li> <li>• PPP Managed Urban Primary Health Centers (UPHCs) / PPP Managed Primary Health Centers (PHCs) / PPP Managed Healthcare Facilities</li> <li>• PPP Managed Urban Health &amp; Wellness Centers (UHWCs)</li> <li>• Tribal Health Center</li> <li>• Multispecialty / Single Specialty Hospital with indoor treatment facility (having clinical establishment act certificate)</li> </ul>	<p>equivalent documentary evidence should be provided as proof.</p> <ul style="list-style-type: none"> <li>• Documents in other languages should be supplemented by an English translated copy.</li> </ul>
6	Exclusion of Consortium	No consortium / JVs / Associations/ Single proprietorship / subcontracting shall be allowed under this project.	Declaration of submitting as independent Agency from the Authorized Signatory as per TECH 10
7	Blacklisting	Applicant/Bidder should not be blacklisted by any Central/State Government/Public Sector Undertaking / Judicial pronouncement in India.	Notarized declaration as per TECH 11
8	Bid Processing Fee (Non-Refundable)	<p>INR 10,000/- (Rupees Ten Thousand only) in the form of demand draft (DD) drawn in favour of "CDMO, Keonjhar, DMF" drawn in any Nationalized / Scheduled Bank payable at Keonjhar.</p> <p>The bid processing fee shall be submitted along with the 1<sup>st</sup> Inner Envelope of the Technical Proposal.</p>	Cost of Tender/ Tender Fee in form of DD
9	Earnest Money Deposit (EMD) (Refundable)	<p>INR 10,00,000/- (Rupees Ten Lakhs only) in the form of demand draft drawn in favour of "CDMO, Keonjhar, DMF" drawn in any Nationalized / Scheduled Bank payable at Keonjhar.</p> <p>The EMD shall be submitted along with the 1<sup>st</sup> Inner Envelope of the Technical Proposal.</p>	Earnest Money Deposit Fee in form of DD
<p><b>10. Note*:</b></p> <p><b>i. The photocopies of documents submitted towards Pre-qualification criteria are to be substantiated through production of originals, whenever asked for / whenever required.</b></p> <p><b>ii. 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 till issuance of Letter of Intent / Supply Order / Signing of MOU.</b></p>			

- iii. **Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid.**
- iv. **Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP Document.**
- v. **The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.**
- vi. **Client at its own discretion reserves the right to ask for clarifications/supporting documents at any time during evaluation. Additional time may be given for submission of documents. This will remain at discretion of client.**

## **2. Documents / Formats for submission along with Technical Proposal**

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

1. Filled in Bid Submission Check List in Original (Annexure-I)
2. Covering letter (TECH – 1) on bidder’s letterhead requesting to participate in the selection process.
3. Bid Processing Fee & EMD as applicable.
4. Copy of Certificate of Incorporation/ Registration.
5. Copy of PAN.
6. Copy of Goods and Services Tax Identification Number (GSTIN).
7. General Details of the Bidder (TECH – 2).
8. Financial Details of the bidder (TECH – 3) along with all the supportive documents as applicable duly signed as per the instruction (Copies of IT Return for the last three Financial years i.e., FY 2020-21, 2021-22 and 2022-23, Turnover Certificate from Chartered Accountant / Statutory auditor / Photocopy of Audited financial statements: P/L and Balance Sheet).
9. Power of Attorney (TECH – 4) in favour of the person signing the bid on behalf of the bidder / TSP.
10. List of completed assignments of similar nature (Past Experience Details, TECH – 5) along with copies of contracts / work orders / completion certificate from previous Clients.
11. Self-Declaration regarding Conflict of Interest (TECH - 6)
12. TECH - 7 till TECH -12 (coloured PPT as per Tech 8 and 9).
13. Note:
  - i. Bidders should submit the required supporting documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to rejection of the bid.
  - ii. Submission of forged documents will also result in rejection of the bid. Bidders are advised to study all instructions, forms, terms & conditions, and other important information as mentioned in the RFP document.

- iii. The photocopies of documents submitted for Technical Proposal are to be substantiated through production of originals, whenever asked for/ whenever required. If any of the above original documents are not produced whenever asked for/ required, the proposals shall be rejected and termed as *non-responsive, at any time during evaluation till issuance of Supply Order / signing of MOU.*
- iv. The proposal must be complete in all respect, indexed, pages numbered and spiral bound. Each page should be numbered and signed (in full) by the authorized representative (as per TECH 4). A table of content, enumerating the page numbers of each document should be mentioned at the start of each proposal.

### **3. Bid Processing Fee**

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

### **4. Earnest Money Deposit (EMD)**

1. The bidder must furnish as part of the technical proposal, an Earnest Money Deposit (EMD) amounting to INR 10,00,000/- (Rupees Ten Lakhs only) in shape of DD from any scheduled/nationalized bank in favor of "CDMO, Keonjhar, DMF" payable at Keonjhar.
2. If the bidder is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) then to avail its benefits related to RFP, necessary documents shall be submitted along with technical bid documents.
3. The EMD of unsuccessful bidders shall be refunded after finalization of selection process and award of contract.
4. The EMD of the successful bidder will be released only after furnishing of the required Performance Bank Guarantee (PBG) and signing of the contract.
5. The EMD will be forfeited on account of the following reasons:
  - i. Bidder withdraws its proposal during the bid validity period as specified in RFP.
  - ii. Bidder does not respond to requests for clarification of its proposal.
  - iii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive or has submitted false information in support of its qualification.
  - iv. If the bidder fails to:
    - a. Provide any clarifications to the Client.
    - b. Agree to the decisions of the contract negotiation meeting.
    - c. Sign the contract within the prescribed time period. Furnish required Performance Bank Guarantee in time.
  - v. Any other circumstance which holds the interest of the Client during the overall selection process.

**5. Validity of the Proposal**

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

**6. Pre-Proposal Queries**

- i. Bidders can submit their queries in respect of the RFP and other details if any, to the client i.e., CDM&PHO Keonjhar through e-mail at ‘**dpmu.nhmkeonjhar@gmail.com**’ till the date mentioned in the Bidders Datasheet and Factsheet in Section 1.2.
- ii. Clarifications to the above will be uploaded in **https://kendujhar.nic.in** for the purpose of preparation of the proposal.
- iii. Request for alternation / change in existing terms and conditions of the RFP shall not be considered / entertained.
- iv. The queries shall necessarily be submitted in the following format:

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

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

## 7. Submission of Proposal

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

The procedure for submission of the proposal is described below:

### 1. **Technical Proposal (Original):**

The envelope containing technical proposal shall be sealed and superscripted as "***Technical Proposal – Operations and Management of Patient Facilitation Centre (PFC) in SCBMC&H, Cuttack under DMF Keonjhar***" and to be furnished inside one envelope.

The duly filled-in technical proposal submission forms, with all the supportive documents and information must be furnished as part of technical proposal.

The "**Technical Proposal**" must be submitted in separate sealed envelopes (with respective marking in bold letters) along with the prescribed formats/information mentioned in the RFP Document. This Technical Proposal envelope must be marked as "**TECHNICAL PROPOSAL - Operations and Management of Patient Facilitation Centre (PFC) in SCBMC&H, Cuttack under DMF Keonjhar**".

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

**NAME OF THE ASSIGNMENT:**

**RFP NUMBER AND DATE:**

**DEADLINE FOR SUBMISSION OF BID:**

**NAME OF THE AGENCY:**

**NAME OF THE BIDDER:**

**CONTACT NUMBER OF THE BIDDER:**

**EMAIL ID OF THE BIDDER:**

**ADDRESS OF THE BIDDER:**

*Any deviation from the prescribed procedures / information / formats / conditions shall result in outright rejection of the proposal. All the pages of the proposal must be sealed and signed by the authorized representative of the bidder. Bids with any conditional offer shall be 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.*

## 8. Opening of the Proposal

The FIRST ENVELOPE containing **TECHNICAL PROPOSAL** will be opened in the initial stage by the Client in presence of the bidder's representatives at the location, date specified in the Bidder Data Sheet. The Client will constitute a Consultant Evaluation Committee (CEC) to evaluate the proposals

submitted by bidders. Only one representative with proper authorization letter from the participating bidder will be allowed to attend the bid opening meeting.

## 9. Evaluation of Proposal

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

**1. Preliminary Evaluation (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. General Details of the Bidder (TECH 2).
8. Financial Details of the bidder (TECH 3) along with all the supportive documents as applicable duly signed as per the instruction (Copies of IT Return for the last three Financial years i.e., FY 2020-21, 2021-22 and 2022-23, Turnover Certificate from Chartered Accountant / Statutory auditor / Photocopy of Audited financial statements: P/L and Balance Sheet).
9. Power of Attorney (TECH 4) in favour of the person signing the bid on behalf of the bidder.
10. List of completed assignments of similar nature (Past Experience Details, TECH 5) along with copies of contracts / work orders / completion certificate from previous Clients.
11. Self-Declaration on Conflict of Interest (TECH 6).
12. Duly filled in Technical Proposal Forms (TECH 7 to 11 along with coloured PPT as per Tech 8 and 9).
13. All the pages of the proposal and enclosures/attachments are signed by the authorized representative of the bidder.

\*Bids not complying to any of the above requirement, will be 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 of only those bidders who qualify the preliminary evaluation stage. Detailed evaluation process as per the following parameters will be adopted for proposal evaluation:

Sr. No.	Criteria	Maximum Marks
1	Turnover	5 Marks

1.1	<p>Average annual turnover of the last three financial years, i.e., FY 2020-21, 2021-22 and 2022-23</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> <li>• INR 2 crores to INR 3 crores = 1 marks</li> <li>• INR 3.01 crores to INR 4 crores = 3 marks</li> <li>• INR 4.01 crores and above = 5 marks</li> </ul>	<p>5 Marks</p> <p>(original copy of TECH 3)</p>
2	<b>Experience of the Agency</b>	<b>50 Marks</b>
2.1	<p>Total Years of Experience of functional / completed cumulative units of Operations and Management of Patient Facilitation Centre/ Maa Gruhas / Maternal Waiting Homes / Creches / Palna Ghar / Ama Kalika Kendra / Nutritional Rehabilitation Centers (NRCs) / Child Nutrition Centres (CNCs) / PPP Managed Urban Primary Health Centers (UPHCs) / PPP Managed Primary Health Centers (PHCs) / PPP Managed Healthcare Facilities / PPP Managed Urban Health &amp; Wellness Centers (UHCs) / Tribal Health Center / / Multispecialty / Single Specialty Hospital with indoor treatment facility etc</p> <p>(Marks awarded will be dependent on the summation of years of experience in individual projects, i.e., <math>Y = Y1 + Y2 + Y3 + \dots + Yn</math>)</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> <li>• 3 years to 6 years = 10 Marks</li> <li>• More than 6 Years upto 9 Years = 20 Marks</li> <li>• More than 9 Years = 30 Marks</li> </ul>	<p>30 Marks</p> <p>(TECH 5)</p>
2.2	<p>Total number of functional / completed cumulative units of Operations and Management of Patient Facilitation Centre/ Maa Gruhas / Maternal Waiting Homes / Creches / Palna Ghar / Ama Kalika Kendra / Nutritional Rehabilitation Centers (NRCs) / Child Nutrition Centres (CNCs) / PPP Managed Urban Primary Health Centers (UPHCs) / PPP Managed Primary Health Centers (PHCs) / PPP Managed Healthcare Facilities / PPP Managed Urban Health &amp; Wellness Centers (UHCs) / Tribal Health Center / / Multispecialty / Single Specialty Hospital with indoor treatment facility etc</p> <p>Marks awarded will be dependent on the summation of number of such projects, i.e., Facilities or Centers or units, <math>P = P1 + P2 + P3 + \dots + Pn</math>)</p> <p>Scoring Criteria</p> <ul style="list-style-type: none"> <li>• 3 Facilities / Centres / Units to 7 Facilities / Centres / Units = 5 Marks</li> <li>• 8 Facilities / Centres / Units to 14 Facilities / Centres / Units = 10 Marks</li> <li>• More than 15 Facilities / Centres / Units to 21 Facilities / Centres / Units = 15 Marks</li> <li>• More than 21 Facilities / Centres / Units = 20 Marks</li> </ul>	<p>20 Marks</p> <p>(TECH 5)</p>
3	<b>Personnel*</b>	5 Marks
3.1	<p>Project Manager</p> <ul style="list-style-type: none"> <li>• Master's Degree (or equivalent) in M. Sc Nursing / Masters in Medical Social Work / Masters in Hospital Administration &amp;</li> </ul>	5 Marks

	<p>Management / Healthcare Management / Masters in Public Health / Master's Degree in Social Work / is essential.</p> <ul style="list-style-type: none"> <li>• Graduation in Medical Social Work / MBBS / BAMS / BHMS / BDS / BOM / BPT / B. Sc Nursing is essential.</li> <li>• Experience of Operations, Management of Hospitals / Clinics / Dispensaries / Creche / Shelter Homes / Maternity Homes / Healthcare Project Management etc for minimum of 6 years is essential.</li> <li>• Minimum of 4 years of experience in implementation of similar projects in Trust / Government / PSU healthcare facilities is desirable.</li> <li>• Exposure to relevant work with government agencies (Dept of H&amp;FW / W&amp;C Dept / ST&amp;SC Dept / CDM&amp;PHO / DSWO etc)</li> <li>• Good knowledge and experience of participatory approaches in program implementation.</li> <li>• Demonstrable capability for running such centers and having working knowledge of computers.</li> <li>• Have knowledge of English and Odiya language.</li> </ul>	<ul style="list-style-type: none"> <li>• 2.5 marks - for educational qualification</li> <li>• 2.5 marks - for essential work experience</li> </ul>
<b>3</b>	<b>Technical Presentation</b>	<b>40 Marks</b>
<b>3.1</b>	<p><b>Presentation on Approach, Methodology and Work Plan</b></p> <ul style="list-style-type: none"> <li>• Understanding of the Need / Demand of the Project / Assignment (10 Marks)</li> <li>• Approach, Methodology, Work Plan, Unique Selling Proposition / Additional Software / Features, Additional Services related to the assignment (15 Marks)</li> <li>• Challenges and Risk Mitigation Strategies (10 Marks)</li> <li>• Similar Case studies (5 Marks)</li> </ul>	<p>40 Marks (TECH 8 and 9)</p>
	<b>Total (1+2+3)</b>	<b>100 Marks</b>
<p><b>4. Note:</b></p> <ol style="list-style-type: none"> <li>1. <b>The minimum qualifying Score is: 70 from 100 Marks.</b></li> <li>2. <b>All the claims shall be mandatorily substantiated via submission of all the supporting photocopies of relevant documents as per TECH 5.</b></li> <li>3. <b>Photocopies of work orders / experience certificates from the clients / agreement etc must be submitted as a proof for each assignment. No assignment should be repeated across various categories of evaluation parameters. Ongoing assignments will be considered for evaluation only if 6 months of the project period have elapsed.</b></li> <li>4. <b>All the claims shall be mandatorily substantiated via submission of all the supporting photocopies of relevant documents as per TECH 5.</b></li> <li>5. <b>Valid certificate means the certificates should be valid on the date of opening of technical bid.</b></li> <li>6. <b>Client at its own discretion reserves the right to ask for clarifications/supporting documents at any time during evaluation. Additional time may be given for submission of documents. This will remain at discretion of client.</b></li> </ol>		

3. **Final Selection of Agency:** All the applicant Agencies who are technically qualified (i.e., obtain minimum 70 Marks in Technical Evaluation) shall be ranked based on marks obtained in the Technical Evaluation and the Agency scoring the highest marks will be selected by the Client.

## **10. Contract Negotiation**

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

## **11. Award of Contract**

1. After completion of the contract negotiation stage, the Client will notify the successful bidder in writing by issuing a proposal for letter of intent (LOI) / award of contract / offer letter for signing the contract and promptly notifying all other bidders about the result of the selection process.
2. The successful bidders shall be asked to sign the contract after submission of PBG and fulfilling all formalities within 15 days of issuance of the LOI / award of contract / offer letter.
3. After signing of the contract, no variation or modification of the terms of the contract shall be made except by written amendment signed by both the parties.
4. The contract shall be valid for Three (3) years i.e., Thirty-six Months from the date of effectiveness of the contract.
5. The contract can be extended for next Two (2) years i.e., Twenty-four months, subject to satisfactory performance as determined by the Client and as mutually agreed by both the parties.

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

1. Within Seven (7) working days of notifying the acceptance of a proposal for award of contract/ LOI, the qualified bidder shall have to furnish a Performance Bank Guarantee amounting to

**3% of the contract value** from a Scheduled / Nationalized Bank situated in Sundargarh in favour of “**CDMO, Keonjhar, DMF**”, as per the format at Annexure- II, for a period of **Sixty (60) days** beyond the entire contract period (i.e., PBG must be valid from the date of effectiveness of the contract to a period of **60 days** beyond the contract period) as its commitment to perform services under the contract.

2. The bank guarantee must be submitted after award of contract/LOI but before signing of contract. The successful bidder must renew the bank guarantee on same terms and conditions for the period up to contract including extension period, if any.
3. Performance Bank Guarantee would be returned only after successful completion of tasks assigned to the selected Agency, and only after adjusting/recovering any dues recoverable/payable from/by the selected Agency on any account under the contract.
4. Failure to comply with the requirements shall constitute sufficient grounds for the forfeiture of the PBG. The PBG shall be released immediately after three months of expiry of contract provided there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the PBG.
5. On submission of this performance guarantee and after signing of the contract, demand draft submitted towards EMD would be returned in original. The format for the Performance Bank Guarantee is provided in Annexure II.

### **13. Conflict of Interest**

Conflict of interest exists in the event of:

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

### **14. Disclosure**

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

- i. a criminal offence or other serious offence punishable under the law of the land, or where they have been found by any regulator or professional body to have committed professional misconduct.
- ii. corruption including the offer or receipt of an inducement of any kind in relation to obtaining any contract.
- iii. failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.

### **15. Anti-corruption Measure**

1. Any effort by Bidder(s) to influence the Client in the evaluation and ranking of financial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
2. A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question.
3. 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.

### **16. Language of Proposals**

The proposal and all related correspondence exchanged between the bidder and the Client shall be written in the **English** language. Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English with self-certification for accuracy, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

### **17. Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. Bidder/s is/are not allowed to submit more than one proposal under the selection process. Alternate bids are also not allowed.

### **18. Legal Jurisdiction**

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

### **19. Governing Law and Liquidate Damages**

1. The schedule given for delivery is to be strictly adhered to in view of the strict time schedule. Any unjustified and unacceptable delay in delivery shall render the bidder liable for liquidated damages and thereafter the Client holds the option for cancellation of the contract for pending activities and complete the same from any other Agency.

2. 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.
3. The rights and obligations of the Client and the bidder under this contract will be governed by the prevailing laws of Government of Odisha.
4. In addition, the PBG amount shall also be forfeited.
5. 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.
6. The following liquidated damages shall be imposed in case of:
  1. During Project Implementation: Failure on bidder's part to furnish the deliverables as per the agreed timeline shall enforce a penalty @ **0.5% per week subject to maximum of 5% of the total contract value.**
  2. During Project Implementation: **Penalty of INR.1,00,000/-** for substitution (without appropriate permission) of the manager, whose CV has been provided in the RFP application proposal, and not deployed for the project in SCB&MCH, Cuttack, Odisha, at the time of joining.
  3. During Project Implementation A penalty of **INR. 25,000/-** per instances shall be levied in case the Inspector (Official Representative of the Client) finds the premises of the AAC in unclean, unhygienic state.
  4. During Project Implementation: **Penalty of INR.1,00,000/-** per instances shall be levied in case the Inspector (Official Representative of the Client) finds mismatch of the accounts, registers, tally books kept in the PFC with the bills / invoices previously submitted to the office of CDM&PHO Keonjhar.

## **20. Confidentiality**

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

## **21. 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.

## **22. 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.**

### **23. Copyright, Patents and Other Proprietary Rights**

CDM&PHO Keonjhar, Government of Odisha and CEO DMF Keonjhar, Government of Odisha shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, about Documents and other materials which bear a direct relation to or are prepared or collected in consequence or during the execution of this contract. At the Client's request, the Bidder shall take all necessary steps to submit them to the Client in compliance with the requirements of the contract.

### **24. 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, pandemics, such as covid, lockdowns 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 reserves the right to cancel the contract without any obligation to compensate the Agency in any manner for whatsoever reason.

### **25. Settlement of Disputes**

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

### **26. Disqualification of Proposal**

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

1. Proposal submitted without Bid Processing Fee & EMD as applicable.
2. Proposal not submitted in accordance with the procedure and formats as prescribed in the RFP.
3. During validity of the proposal, or its extended period, if any, the bidder increases the quoted prices.
4. Proposal is received in incomplete form.
5. Proposal is received after due date and time for submission of bid.

6. Proposal is not accompanied by all the requisite documents / information.
7. Bids with any conditional technical and financial offer.
8. If the bidder provides any assumptions in the financial proposal or qualifies the commercial proposal with its own conditions, such proposals will be rejected even if the commercial value of such proposals is the lowest / best value.
9. Proposal is not properly sealed or signed.
10. Proposal is not conforming to the requirement of the scope of the work of the assignment.
11. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at one or any point of time during the bid process.
12. If, any of the bid documents, excluding the commercial bid, submitted by the bidder is found to contain any information on price, pricing policy, pricing mechanism or any information indicative of the commercial aspects of the bidders or any person acting on its behalf indulges in corrupt and fraudulent practices.
13. Any other condition / situation which holds the paramount interest of the Client during the overall section process.

## **27. Compliance to the Statutory and Legal Requirements**

1. The Service provider shall comply with all the provisions of Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, 1970 and other applicable labor laws.
2. The Service provider shall also comply with all other statutory requirements including but not limited to provisions regarding medical education and eligibility criteria of human resources deployed by the Service provider for providing the services, biomedical waste management, biosafety, occupational and environmental safety.
3. The overall legal responsibility of provision of services under this scope of services lies with the Service Provider.
4. The Service provider shall maintain confidentiality of medical records and shall make adequate arrangement for cyber security.

## **28. Compliance to Minimum Wages Act and Other Statutory Requirements**

1. The Service provider shall comply with all the provisions of Minimum Wages Act and other applicable labor laws.
2. The Service provider shall also comply with all other statutory provision including but not limited to provisions regarding medical education and eligibility criteria of human resources deployed by the Service provider for providing the services, biomedical waste management, biosafety, occupational and environmental safety.
3. The overall legal responsibility of provision of medical care in the MMU lies with the selected Bidder.
4. The Service provider shall maintain confidentiality of medical records, strict adherence to HIPPA, protection of data security and confidentiality laws etc and shall make adequate arrangement for cyber security.

**29. Damages for Mishap/Injury**

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

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

#### **1. Introduction**

Keonjhar, an administrative district of Odisha since 1<sup>st</sup> January 1948, is one of the major minerals producing districts. Covering a geographical area of 8,303 sq kms, the Keonjhar District is bounded by Mayurbhanj District and Bhadrak District to the east, Jajpur District to the south, Dhenkanal District and Sundargarh District to the west and West Singhbhum district of Jharkhand State to the north. Keonjhar district in Odisha comprises of 3 subdivisions namely Keonjhar Sadar, Champua and Anandpur and 13 Blocks with the district headquarter is at Keonjhar.

The district Keonjhar is a part of Northern Odisha High lands division and is apportioned into three parts which comes under three sub micro regions. These include Kendujhar plateau, Kendujhar forested up lands and Anandapur plain. Areas of P.S. Joda, Champua, Baria, Patana, Kendujhar Sadar, Ghatgaon, Pandapada, Harichandanpur, Daitari, Sainkul, Anandapur & Soso are covered under Kendujhar Plateau and Kendujhar up lands sub-micro region whereas areas of Sainkul, Anandapur, Soso and Daitari are covered under Anandapur plain region. The difficult, hilly terrain, tribal dominance, dense forests etc, all these factors in Keonjhar, contribute for access to healthcare difficult; and the tribal, mining affected population dependent on healthcare facilities in other districts. Health is not everything but everything else is nothing without health.

Keonjhar currently has about 456 Healthcare facilities, which include the Sub-centres (351), Urban Sub Centres (12), Primary Health Centres (66), Urban Primary Health Centre (3), Community Health Centres (17), Sub-divisional Hospital (2) and District Headquarter Hospital (1) providing primary and secondary healthcare services only. A 500 bedded Medical College & Hospital shall be operationalized soon.

Tertiary health care is highly specialized medical treatment that is provided to patients over a period of time and usually involves complex medical procedures performed by medical specialists. For the people of Keonjhar, the nearest Government Hospital that provides affordable tertiary care in state-of-art facilities is the Srirama Chandra Bhanja Medical College and Hospital (hereinafter referred to as 'SCBMC&H') at Cuttack which is around 200 km away. Approximately 20 cases are referred daily from the District Headquarters Hospital at Keonjhar to SCBMC&H. In addition to these, about 10 cases are referred daily from the SDHs at Champua and Anandapur.

The mobility support for these referrals is arranged through the 108, DMF and OMBADC ambulance support. However, in some cases, patients are trapped and duped into undergoing expensive treatments at private hospitals causing great economic hardship to them. Moreover, due to the poor socio-economic background and low literacy levels, the patients encounter problems varying from accommodation and food to lack of knowledge in navigating through the overwhelming campus of SCB Medical College and Hospital. Given that the patients and their attendants would already be under severe trauma due to serious medical conditions, there was a need of a facilitation centre that could take care of their logistical needs during their admission and period of treatment at SCB Medical College and Hospital, Cuttack.

Hence, District Mineral Foundation and CDM&PHO Keonjhar endeavoured for operationalizing a Patient Facilitation Centre (PFC) in SCB Medical College and Hospital (SCBMC&H), Cuttack for all

the IPD patients who are referred from Govt. hospitals (DHH/SDHs) in Keonjhar district in 2020. Accordingly, a PFC at SCBMC&H along with 100 beds Attendant Accommodation Centre (AAC) has been operationalized from 05.03.2020.

## **2. Patient Facilitation Centre**

1. The Patient Facilitation Centre (PFC) is a facility which has been established at SCBMC&H, Cuttack and provides, concierge services, guidance and logistical and handholding support to the referred in-patients (IPDs) from Keonjhar and two of their attendants during the course of their treatment at SCBMC&H.
2. The patients are to be necessarily referred from either the DHH, Keonjhar or the SDH at Anandapur and Champua.
3. The PFC comprises of two units:
  - a. Patient Facilitation Centre at SCBMC&H – It shall comprise of a team who will guide and provide handholding support along with the concierge services to the patients. The PFC at SCBMC&H shall be operational 24 hours a day throughout the year.
  - b. Attendant Accommodation Centre (AAC) – It is a 100 bedded accommodation facility that shall provide overnight accommodation, and food (daily allowance) for a maximum of two attendants per patient. It shall be located within walking distance of the SCBMC&H.
4. Help-Desk PFC Data Entry Operators: For ease in appropriate data entry of the referred patients from Healthcare Facilities in Keonjhar viz DHH, 2 SDH, complete tracking and provision of information to the PFC at SCBMC&H, a team of 'Help-Desk PFC Data Entry Operators cum MIS Assistants' shall be stationed in Keonjhar.

## **3. Objectives**

1. To provide concierge, logistical and handholding support to the in-patients for availing all the healthcare facilities and services during their treatment at SCBMC&H.
2. To provide accommodation and food (daily allowance) for a maximum of two attendants accompanying the in-patients (IPDs), for the duration of the treatment.
3. To provide various associated services during and post treatment of the in-patient (IPDs).
4. Ensure safe, respectful transportation via Mahaprayan Services to the deceased patients of Keonjhar and the bereaved family members.

## **4. Scope of Work and Functioning of the PFC**

The primary obligation of the Selected Bidder shall be to operate and manage the PFC, AAC and the Help Desk PFC Coordinators for ensuring smooth flow of services at each of these units:

1. Helpdesk PFC Data Entry Operators at DHH Keonjhar, SDH Champua and SDH Anandapur
  - i. There shall be Helpdesk PFC Coordinators posted at the Helpdesk of DHH Keonjhar, SDH Champua and SDH Anandapur.

- ii. They shall function round the clock and shall be responsible for entry of all the correct details of the referred patients and their attendants in the online sheet of referred patients, scanning of the appropriate Government id proof documents of the attendants etc.
  - iii. The PFC Help Desk Coordinators of the Healthcare Facility at DHH, SDH Champua and SDH Anandpur, shall ensure that the referred patients and their attendant are transported to SCBMC&H Cuttack by the Government / DMF / OMBADC run Ambulances.
2. PFC at SCBMC&H Cuttack
- i. The PFC at SCBMC&H shall be functional 24 hours for 7 days a week, round the year.
  - ii. Adequate PFC Coordinators should be stationed at SCBMC&H, in three shifts. The number of Coordinators present in a particular shift should be finalized based on average foot fall during each shift.
  - iii. The PFC coordinators shall track the patient after being referred from DHH / SDHs till the time of arrival at SCBMC&H Cuttack.
  - iv. On arrival at SCBMC&H Cuttack, receive the referred patient at SCBMC&H.
  - v. Escort and guide the patient in preparing the requisite paperwork, in-patient / casualty registration, etc.
  - vi. Admit the patient in appropriate in-patient (IPD) ward / department.
  - vii. Coordinate with doctors in charge, or paramedics in the ward / department.
  - viii. Help the patient access investigations / tests, laboratory services, diagnostics, medicines (from Jan Aushadhi / Nirmaya stores), blood bank, ambulance services, etc.
  - ix. Help the patient in availing of benefits under various insurance schemes such as 'Rastriya Swasthya Bima Yojana, Biju Swasthya Kalyan Yojana, Biju Krushak Kalyan Yojana, Any other, if eligible'.
  - x. Help the patient in their discharge formalities, provide medico-legal support, arrange Hearse Vans under Mahaprayan Scheme (if needed), and ensure access to financial support from Harishchandra Yojana.
  - xi. Two mobile numbers should be kept operational 24\*7, for any assistance required by the patients and their attendants.
  - xii. Patient information/case records should be maintained in a format finalized by the office of the CDM&PHO Keonjhar.
  - xiii. Complaint box and complaint register should be maintained.
  - xiv. Ensure the safe return of the patients back to Keonjhar.
  - xv. Coordinate with DHH / SDHs with respect to the patient inflow and outflow from PFC and regularly update their status to concerned DHH / SDHs.
  - xvi. Infrastructure: Fully furnished prefabricated / portable office, within SCBMC&H campus consisting of lights, fans, almirah, tables, chairs, laptops, printer, mobile phones, and other related necessities.
  - xvii. Any other related services.
3. Attendant Accommodation Centre (AAC)
- i. Provide over-night accommodation for the attendants (maximum 2 number per patient), maximum of 50 male and 50 female attendants at any point of time.

- ii. The accommodation at the AAC should be available from 6 PM – 10 AM only. At other times, the AAC should be restricted for public / attendants.
- iii. Provision of Food Allowances of Rs.200.00 Daily, for the maximum 2 attendants during the patients hospital inpatient stay.
- iv. Two mobile numbers should be kept operational 24\*7, for any assistance required by the attendants.
- v. Security Guards, Sanitation worker-cum-Housekeeper should be engaged by the Agency running the AAC.
- vi. Services such as security should be outsourced. However, sanitation worker and housekeeping staff should preferably be hired directly.
- vii. Complaint box and complaint register should be maintained at a common area.
- viii. Infrastructure: The plinth area of the AAC should be a minimum of 5,500 square feet. The AAC should conform to the following standards:
  - a. It should preferably be contained in a building, built of brick and mortar, adequately lighted and properly ventilated and affording effective protection from all kinds of weather
  - b. The AAC should be situated within walking distance of the SCBMC&H Cuttack.
  - c. The flooring should be of cement or tiles and the ceiling should not be less than 3 metres high from the floor.
  - d. It should have one male dormitory for 50 attendants with single beds (minimum 2,500 square feet).
  - e. It should have one female dormitory for 50 attendants with single beds (minimum 2,500 square feet).
  - f. It should have 10 seated urinals, 5-seated Indian toilet, and 5-seated bathroom for male attendants.
  - g. It should have 10 seated Indian urinal-cum-toilet, and 5 seated bathrooms for female attendants.
  - h. It should have 100 locker boxes for keeping of personal belongings by the attendants.
  - i. It should have Dressing room for female attendants (minimum 100 square feet).
  - j. It should have One office room (minimum 200 square feet) with tables, chairs, desktop computer, and other related necessities.
  - k. One angled rack stand- five shelves (for office room).
  - l. Open space of about 500 square feet for drying clothes.
  - m. CCTV cameras in front of the male dormitory area, female dormitory area, office room, outside the building, and in common areas, stored locally for a minimum of 90 days and available for viewing to authorized representative of the selected Agency/client only.
  - n. Two fire extinguishers at appropriate locations.
  - o. Location guide maps of SCBMC&H and Cuttack city.
  - p. Telephone directory of SCBMC&H and emergency numbers.
  - q. Safe drinking water facility.

- r. Two stand-by Power Backup (Inverter) System.
- s. First aid kit

## 5. Human Resources

The following Human Resources shall be provided:

Sr. No.	Positions, Quantity, Minimum Education and Experience	Roles and Responsibilities
1	<p><b>Project Manager</b></p> <ul style="list-style-type: none"> <li>• Master's Degree (or equivalent) in M. Sc Nursing / Masters in Medical Social Work / Masters in Hospital Administration &amp; Management / Healthcare Management / Masters in Public Health / Master's Degree in Social Work is essential.</li> <li>• Graduation in Medical Social Work / MBBS / BAMS / BHMS / BDS / BOTh / BPTH / B. Sc Nursing is essential.</li> <li>• Experience of Operations, Management of Hospitals / Clinics / Dispensaries / Creche / Shelter Homes / Maternity Homes / Healthcare Project Management etc for minimum of 6 years is essential.</li> <li>• Minimum of 4 years of experience in implementation of similar projects in Trust / Government / PSU healthcare facilities is desirable.</li> <li>• Exposure to relevant work with government agencies (Dept of H&amp;FW / W&amp;C Dept / ST&amp;SC Dept / CDM&amp;PHO / DSWO etc)</li> <li>• Good knowledge and experience of participatory approaches in program implementation.</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for overall functioning and implementation of the PFC and AAC.</li> <li>• Build and maintain a high performing team of PFC Coordinators, Caretakers and other personnel hired under this project.</li> <li>• Ensure that the deliverables under 'Objectives', 'Scope of Work' as mentioned in above paras are satisfied in a timely manner</li> <li>• Supervise all referrals and assign cases to the PFC Coordinators in an efficient manner.</li> <li>• Coordinate between DHH / SDH and SCBMC&amp;H on the flow of patients through PFC.</li> <li>• Submit daily and monthly reports in the prescribed formats to office of the CDM&amp;PHO.</li> <li>• Manage day-to-day operations of the PFC &amp; AAC by coordinating with all stakeholders and personnel hired under the project.</li> <li>• Arrange logistics of supplies, material, and consumables,</li> <li>• Be present at the PFC at SCBMC&amp;H for at least six hours every day, which should be planned in way that two shifts of PFC Coordinators can be overseen. However, he/she is expected to be present in at least one night shift/week.</li> <li>• Be present in the AAC for at least two hours every day to oversee the cleanliness, security and comfort of the attendants.</li> <li>• Conduct review meetings of PFC personnel for assessing progress and further action/ activities.</li> <li>• Report to the Client or the Authorized representative of the Client and act as a formal channel of communication between the selected Agency and the office of the CDM&amp;PHO.</li> <li>• Identify, assess gaps and address them if possible or highlight them to the office of the CDM&amp;PHO.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrable capability for running such centres / PFC.</li> <li>• Competency in usage of IT tools including proficiency in MS Office suite</li> <li>• Strong oral and writing skills in Odia and English with effective documentation skills.</li> <li>• Preferably have working knowledge of accounts and book-keeping.</li> </ul>	<ul style="list-style-type: none"> <li>• Any other relevant work that may be directed by the Client.</li> </ul>
2	<p><b>PFC Coordinator</b></p> <ul style="list-style-type: none"> <li>• Bachelor's Degree (or equivalent) in in Medical Social Work / Bachelors in Hospital Administration &amp; Management / Healthcare Management / Bachelors in Medical Social Work / B. Sc Nursing is essential.</li> <li>• Experience of Operations, Management of Hospitals / Clinics / Dispensaries / Creche / Shelter Homes / Maternity Homes / Healthcare Project Management.</li> <li>• Minimum of 1 year of experience in implementation of similar projects in Trust / Government / PSU healthcare facilities is desirable.</li> <li>• Good knowledge and experience of participatory approaches in program implementation.</li> <li>• Competency in usage of IT tools including proficiency in MS Office suite</li> <li>• Strong oral and writing skills in Odia and English with effective documentation skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact the patient/ patient's attendants; keep track of their departure/arrival time from Keonjhar to Cuttack, number of attendants, etc. over phone.</li> <li>• Receive the patients, collect original referral card from patient / patient's attendants, intimate referral card and other details to PFC Manager.</li> <li>• Intimate the officials of the referred hospital about the referred patient.</li> <li>• Coordinate with the hospital authorities for necessary arrangement.</li> <li>• Follow all the necessary step of admission procedure and liaison between doctor / hospital staff and the patient / patient's attendants including requisite paperwork, registration, fixing of appointment, etc.</li> <li>• Collect photocopies of necessary documents from patients/ patient's attendants and submit it to the PFC Manager for required documentation.</li> <li>• Assist the patient in all investigations, diagnostics, availing of medicines, blood, reports, etc.</li> <li>• Assist the patient in availing of insurance benefits, hearse (if needed), and other financial services.</li> <li>• Coordinate with PFC Manager on follow-up of admitted IP patients every day and share necessary information in prescribed formats.</li> <li>• Ensure safe / smooth discharge of patients by following all the official and required procedures/formalities and arrange transportation (ambulance / others).</li> <li>• Provide list of attendants per patient needing accommodation facility to Project Manager daily.</li> </ul>

3	<p><b>Accountant / Clerk</b></p> <ul style="list-style-type: none"> <li>• M. Com with knowledge of Computers, MS-Office, and Tally.</li> <li>• Experience of atleast 3 years in accounting is preferred.</li> <li>• Should have proficiency in Microsoft office suits, Internet Browsing and Tally.</li> <li>• Must have good communication skills in Odia i.e., to read, write and speak.</li> </ul>	<ul style="list-style-type: none"> <li>• Any other relevant work that may be directed by the Client.</li> <li>• Writing main account / petty cash account and preparing monthly expenditure statement.</li> <li>• Disburse monthly salaries to the hired personnel, within the first week of the following month and incidental expenses.</li> <li>• Ensure supplies and other logistics as per the procurement rules and standards.</li> <li>• Ensure that procured items are properly recorded in the Stock Register.</li> <li>• Record day-to-day expenditure and submit monthly bills to office of the CDM&amp;PHO for reimbursement.</li> <li>• Maintain ledgers, accounts books etc.</li> <li>• Maintain records of the Food Allowances (of Rs.200.00 Daily, for the maximum 2 attendants during the patients hospital inpatient stay) being distributed to the patient attendants.</li> <li>• Maintain the expenses incurred for the reimbursement as per actuals of INR.10.00 per kms of the services availed for the 'Dead Body Carrier Vehicle'.</li> <li>• Compilation of accounts, book-keeping, computerizing collected database &amp; information, maintaining records and files, maintaining bills, vouchers etc as per provisions of the project.</li> </ul>
4	<p><b>PFC Helpdesk Coordinators cum MIS Assistants for DHH Keonjhar, SDH Champua and SDH Anandapur</b></p> <ul style="list-style-type: none"> <li>• Bachelors /Graduate in any discipline with knowledge of Computers, MS-Office is essential</li> <li>• Experience of atleast 1 year in data entry is preferred.</li> <li>• Should have proficiency in Microsoft office suits, Internet Browsing</li> <li>• Must have good communication skills in Odia i.e., to read, write and speak</li> </ul>	<ul style="list-style-type: none"> <li>• Gathering, collating, and preparing documents, materials, and information for data entry in the online sheet.</li> <li>• Conducting inquiry to obtain information for incomplete documents and materials for updating in the online sheet.</li> <li>• Creating digital documents from patient's physical papers / bed head ticket / referral sheet etc.</li> <li>• Reviewing all documents and information for accuracy and informing the Hospital Authorities and Patients Attendants of any errors or inconsistencies.</li> <li>• Capturing data into digital databases / online sheets etc and performing regular backups.</li> <li>• Updating and maintaining databases, archives, and filing systems.</li> <li>• Monitoring and reviewing databases and correcting errors or inconsistencies.</li> </ul>

		<ul style="list-style-type: none"> <li>Generating and exporting data reports, spreadsheets, and documents as needed.</li> </ul>
5	<p><b>Caretaker</b></p> <ul style="list-style-type: none"> <li>Bachelors /Graduate in any discipline along with Certificate in Housekeeping Operation / Front Office Operation from reputed institution.</li> <li>Minimum 3 years of professional experience.</li> <li>Must have adequate computer skills especially MS Office Suite.</li> <li>Must have excellent communication skills in Odia.</li> </ul>	<ul style="list-style-type: none"> <li>Overall, in charge of the AAC. He/she will be the supervisor for the staff posted in the AAC.</li> <li>Collect list of attendants per patient admitted from the Project Manager daily.</li> <li>Ensure safe, secure and clean accommodation for the attendants.</li> <li>Distribute Food Allowances of Rs.200.00 Daily, for the maximum 2 attendants during the patients hospital inpatient stay, every morning.</li> <li>Oversee the cleanliness &amp; ensure hygiene practices at AAC.</li> <li>Oversee the security arrangements and CCTV footage.</li> <li>Ensure all registers related to the operations of the AAC are updated and maintained in hard and soft copies.</li> <li>Generate and submit necessary reports, sheets, etc. when required by Project Manager or Client.</li> <li>Ensure smooth logistical arrangements of all consumables and supplies for cleaning, and other related tasks.</li> <li>Report to PFC Manager for smooth running of the AAC.</li> </ul>
6	<p><b>Sanitation Worker – cum- Housekeeper:</b></p>	<ul style="list-style-type: none"> <li>Maintain clean &amp; hygienic environment in the AAC.</li> <li>Sweep and mop the AAC once daily with appropriate disinfectant under the supervision of the Caretaker.</li> <li>Disinfect the toilets once daily with 0.5% active chlorine solution.</li> <li>Wash the bed sheets, and pillow cover every alternate day.</li> <li>Wash of curtains and mosquito nets once every fortnight.</li> <li>Any other related task that may be assigned.</li> </ul>
7	<p><b>Hiring of Outsourcing Agencies:</b></p> <ul style="list-style-type: none"> <li>Security services should be outsourced to professional security management agencies.</li> </ul>	
8	<p><b>Note:</b></p> <ol style="list-style-type: none"> <li>The Bidder must conform to the minimum standards for staff mentioned above.</li> <li>The actual number of staff in each category should be decided taking in to account work shifts, staff leave days, absenteeism and public holidays etc., to ensure that there is uninterrupted service provision for the patients and their attendants.</li> </ol>	

## 6. Leaves

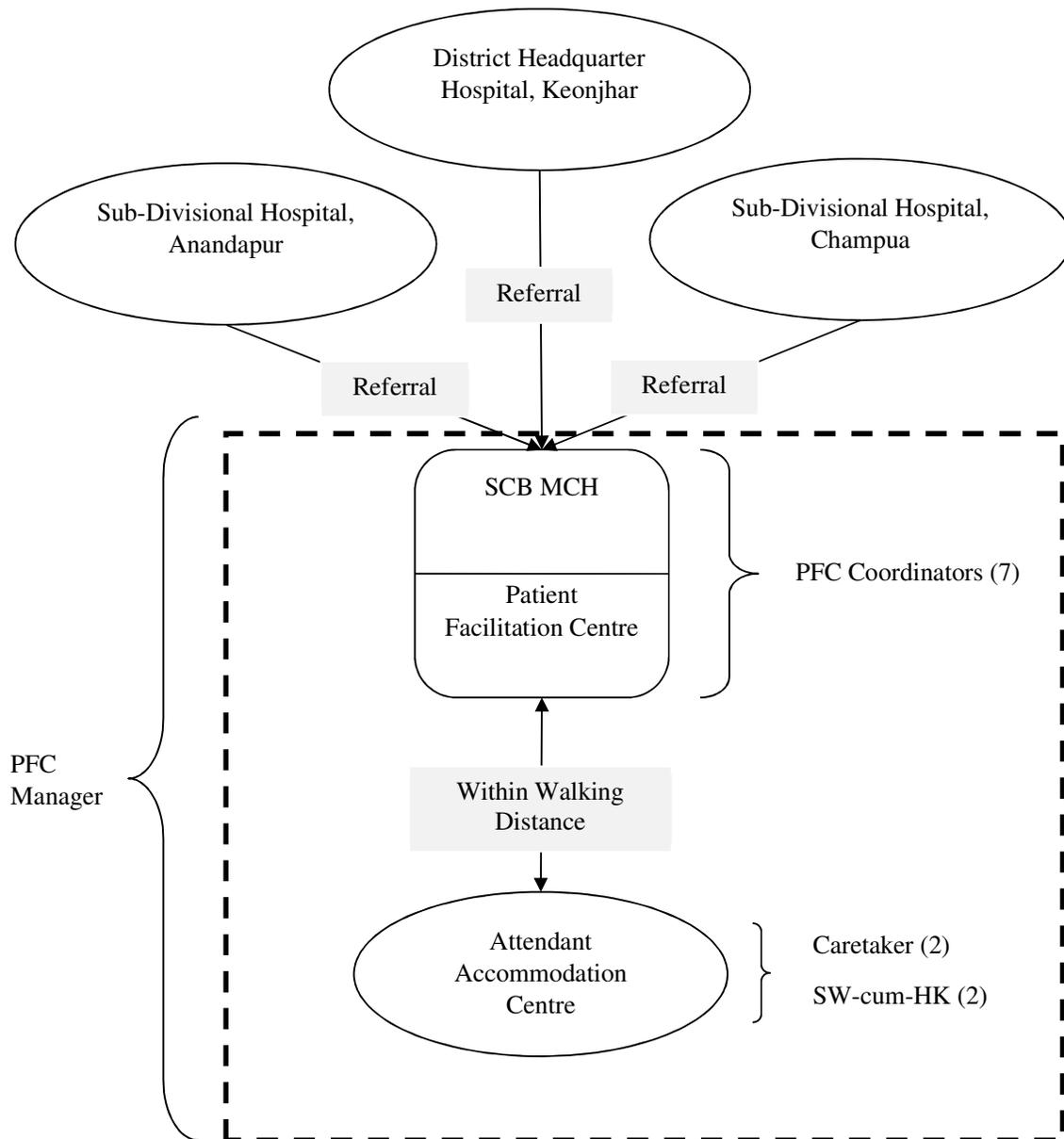
1. The Human Resources hired under this project are expected to be self-motivated to achieve the objectives of the project.
2. Considering the criticality and nature of the services provided, and to ensure that essential healthcare delivery system is not affected / disrupted, the leaves granted to the staff/personnel in this project should be regulated with the following consideration:
  - i. There should be at least one day leave granted every week for all staff.
  - ii. However, the selected Agency will adjust the leaves, based on the needs of the project and the availability of staff.
3. Apart from the leave/weekly holiday discussed above, every other holiday, including government holidays, national / state / local holidays, and religious / cultural holidays, should be working day for all the staff hired under this project
4. If the Project Manager is on leave, then a Project Coordinator / Caretaker should be made the *Incharge Project Manager* for that period.

## 7. Details of Referred Patient Data

1. Following data to be recorded about each referred patient from the healthcare facility at Keonjhar:
  - i. Name of the Hospital referring the patient
  - ii. Complete Name of the patient being referred
  - iii. Gender of the Patient
  - iv. Age of the Patient
  - v. Details of ID Proof (if any)
  - vi. Provisional Diagnosis
  - vii. Referred by which department / Doctor's Name
  - viii. Patient is IPD / OPD
  - ix. IPD Number or OPD Number
  - x. Complete Name of the First Attendant
  - xi. Mobile Number of the First Attendant
  - xii. Details of the ID proof of the First Attendant
  - xiii. Complete Name of the Second Attendant
  - xiv. Mobile Number of the Second Attendant
  - xv. Details of the ID proof of the Second Attendant
  - xvi. Vehicle Registered Number, Base Location, Vehicle CUG No.
2. Following data to be recorded about each received patient at PFC at SCBMC&H (in continuation to the above details):
  - i. Name of the Hospital referring the patient
  - ii. Complete Name of the patient being referred
  - iii. Gender of the Patient
  - iv. Age of the Patient
  - v. Details of ID Proof (if any)

- vi. Provisional Diagnosis
- vii. Referred by which department / Doctor's Name
- viii. Patient is IPD or OPD?
- ix. IPD Number or OPD Number
- x. Complete Name of the First Attendant
- xi. Mobile Number of the First Attendant
- xii. Details of the ID proof of the First Attendant
- xiii. Complete Name of the Second Attendant
- xiv. Mobile Number of the Second Attendant
- xv. Details of the ID proof of the Second Attendant
- xvi. Vehicle Registered Number, Base Location, Vehicle CUG No.
- xvii. Time when the patient arrived at SCBMC&H.
- xviii. If the patient was received by PFC Coordinators (yes / no).
- xix. If no, why was the patient not received.
- xx. Name of the PFC Coordinator who received the patient.
- xxi. Name department the patient was admitted
- xxii. Ward Number, Bed Number the patient is admitted
- xxiii. Daily update of the visit to the patient by the PFC Coordinators
- xxiv. Date of Discharge of the patient from SCBMC&H
- xxv. Follow-up advice post discharge (if any) to be explained to the patient and attendant
- xxvi. Details of the Ambulance arranged for dropping the patient back
- xxvii. Details of the Dead Body Vehicle (If service is provided) for transport of the dead body
- xxviii. Any other Remarks

### 8. Institutional Arrangement



### 9. Responsibility of the Selected Bidder

1. Commence the project within time lines. Operate the project on day-to-day basis as per the scope of services mentioned above.
2. Ensure that all the 'Project Objectives', 'Scope of Work and Functioning', 'Human Resources', 'Details of Patients Data' as mentioned in above paras 3 to 8 are met.
3. Formulate a Detailed Project Execution Plan (DPEP) for the establishment and operationalization of the PFC. The DPEP should include details regarding:

- i. Evaluation of the existing location / space where the PFC and AAC is established, if any modifications required for operations of PFC and AAC.
  - ii. Recruitment of staff.
  - iii. Training modules and plan for training.
  - iv. Standard Operating Procedures (SOP) for day-to-day operation to ensure proper functioning of the PFC and AAC.
  - v. SOP for different emergency scenarios.
  - vi. Copy of approvals / permissions required under relevant statutes and rules.
  - vii. Formats for registers, MIS and other related documentation. The format, content, frequency and circulation of the MIS should be decided in consultation with the office of the CDM&PHO.
  - viii. Implementation schedules for placement of personnel, adoption/development of MIS, and other deliverables under this project.
4. Execute the approved Detailed Project Execution Plan (DPEP).
  5. Recruit, deploy, train, and maintain a team of qualified, competent personnel for operations of the project. A list of minimum key personnel required with their qualifications is provided in the above Paragraph "Human Resources". The staffs so recruited/appointed shall be exclusively on Pay roll of the service provider. The Service Provider shall ensure deployment of the minimum personnel as enumerated above to keep the project operational and capable of providing the services as agreed upon. Maintain and enforce a geo-tagged attendance system for all the personnel hired under this project.
  6. Issue "Identity Card" with photograph duly attested mentioning Name of Company/Agency, Name of employee, Designation, DOB, Contact Number, etc. to each employee. The employees shall carry original identity card, while on work and produce for inspection whenever required.
  7. Impart safety training to its employees and shall at all times be responsible for observance of safety procedure by its employees.
  8. Arrange 'Refresher Training' to its employees from time-to time as may be required for update knowledge of the diseases assessment, testing, diagnosis, treatment etc. Certificate to employees completing training successfully shall be issued. Record of such trainees with their photograph shall be maintained.
  9. Provide regular updates to the Client through the assigned point of contact in the office of the CDM&PHO.
  10. Ensure proper documentation, maintenance of records wrt Patients, Attendants, Asset Register, Attendance sheets, administrative documents, registers, reports, and any other as requirement.
  11. Undertake annual financial planning of the project, submit necessary bills for release of funds and submit Utilisation Certificates for the fund spent.
  12. Design, prepare and submit monthly, quarterly and annual Progress Reports to the office of the CDM&PHO and CEO DMF Keonjhar.
  13. Undertake periodic appraisal of the project execution status and take/suggest corrective steps.
  14. Identify critical gaps in existing health service delivery and recommend any improvements/additions required to amplify the impact of the project to the client.

15. Attend all meetings as required by the DMF and/or the office of the CDM&PHO related to progress and assessment of the program.
16. Take feedback from the patients, the attendants, staff and act on the complaints/feedback received and take corrective measures.
17. Any other relevant work as directed by the Client.
18. Ensure compliance to the labour laws and other statutory obligations. Labour payment as per applicable / prevailing norms.
19. The Service provider will also comply with confidentiality and privacy laws including patient details. All records maintained by the service provider regarding operations of PFC shall be made available to any government authority including audit on demand.

#### **10. Project Duration**

1. The duration of the assignment / contract / project shall be for Three (3) years from the date of effectiveness of the Contract.
2. The Agency and Client shall maximize their efforts for achieving the key milestones set in the project within the duration of assignment / contract / project.
3. Commencement: The selected Agency shall commence the work with immediate effect from the date of signing of the agreement/MOU.
4. Validity: Unless terminated earlier, the agreement shall be valid up to Thirty-six (36) months from the date of execution of agreement and automatically expire after completion of the agreement period. The duration may be extended for a further period of next Two (2) years i.e., for next Twenty-Four Months (24 Months) subject to satisfactory performance.

#### **11. Inspecting, Testing and Quality Control**

1. The Client via its representatives/designated officials (The Inspector) shall anytime inspect PFC and AAC at SCBMC&H Cuttack, Odisha during the course of the project.
2. The Inspector shall verify the registers, records, account books etc at the PFC for their adherence to the contract specifications, and other quality control details incorporated.
3. The Inspector shall check the cleanliness, safety and security processes etc at the AAC premises.
4. The Inspector shall have full and free access at any time during the implementation of the project for inspection of the selected agencies work.
5. The decision of the Inspector shall be final and binding on the selected Agency.

#### **12. Steps for Project Implementation**

<b>Sr. No.</b>	<b>Step</b>	<b>Responsibility</b>	<b>Timeline for Completion</b>
1	Issue of Letter of Intent (LoI)	CDM&PHO	Within 7 working days of finalization of the agency
2	Submission of Performance Bank Guarantee	Agency	Within 15 working days of receiving the LOI

3	Signing of the MOU	CDM&PHO with the Agency	Within 15 working days of receiving the PBG from the Agency
3	Assessment of the existing items as per capital cost, if any new requirements / repair renovation required at PFC and AAC	Agency	Before 02.03.2024
4	Procurement, branding, installation of necessary equipment, furniture, (in case required) etc at PFC and AAC	Agency	Before 02.03.2024
5	Handover, deployment of Human Resources, readiness, commencement, operations and management of the PFC, AAC at SCBMC&H Cuttack	Agency	From 02.03.2024
6	Procurement, branding, installation of necessary equipment, furniture (as per Capital Costs), of the 'Help Desk PFC Data Entry Operators cum MIS Assistants' at DHH Keonjhar, SDH Champua and SDH Anandapur	Agency	Before 02.03.2024
7	Deployment of Human Resources, readiness, and commencement of services of the 'Help Desk PFC Data Entry Operators cum MIS Assistants' at DHH Keonjhar, SDH Champua and SDH Anandapur	Agency	From 02.03.2024
8	Submission of DPEP	Agency	Within 2 Months of signing of MOU
9	Approval of DPEP	CDM & PHO	Within 15 working days of receiving the DPEP
10	Submission of monthly bills by the Agency to the CDM&PHO	Agency	By the 4 <sup>th</sup> of every proceeding month
11	Fund release to the selected Agency on submission of bills (monthly)	CDM&PHO	Within 25 working days of receiving of bills from the Agency
12	Supervision, Monitoring and Review of the project (monthly)	CDM&PHO	By 20 <sup>th</sup> of every month

### **13. 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 formulation of any requisite

committees if required.

2. Signing of agreement with the selected Agency, communicating with the Agency for providing necessary support, access etc.
3. Assign, supervise and monitor the work of the selected Agency on a regular basis.
4. Carry out regular inspection visits, record checking etc through designated officials at the PFC, AAC, submit the inspection report, and provide feedback of the inspection to the selected Agency and CEO, DMF.
5. Inform the Agency and Collector cum Managing Trustee DMF for non-compliance or poor performance of the selected Agency with valid documents/proofs of poor performances/ negligence from scope of work etc.
6. Verify the bills and forward the abstract of bills and the photocopy of the bills that are submitted by the selected Agency to DMF for release of funds for payment in a timely manner.
7. Attend quarterly and yearly review meetings with Collector cum Managing Trustee DMF for overall assessment of the performance of the Agency.

#### **14. Responsibilities of DMF Keonjhar**

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

#### **15. Monitoring and Evaluation**

1. Regular review meetings shall be conducted by the office of the CDM&PHO to monitor the implementation of the project.
2. The selected Agency shall submit the deliverables as per the milestones and 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.
3. 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.
4. Periodic Review:
  - i. Quarterly review of performance and observance of terms & conditions including quality tests shall be carried out by a committee appointed by the Authority.
  - ii. Authority shall have the right to review/inspect at any time as it may deem fit, the working and management of the Project. The Service Provider shall facilitate and provide assistance to the officers of the Authority for such inspection.

## 16. Reporting Arrangements

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

## 17. Proposed Budget

### 1. Abstract of Budget

Cost of Operationalising PFC (Over Three Years)					
Sr. No.	Item	Costs in 1st Year (in ₹)	Cost in 2nd Year (in ₹)	Cost in 3rd Year (in ₹)	Remarks
1	Capital Cost (EIF and Repairs, Renovation, Maintenance Cost if required to be carried out)	6,00,000*			As per actual requirement after assessment of the existing EIF in the PFC and AAC and the physical infrastructure of the PFC and AAC.
2	Personnel Cost	1,05,00,000	1,10,25,000	1,15,76,250	5% increment in subsequent year (as per NHM norms)
3	Running Cost (Includes only the fixed cost. Variable cost of Food Allowances and Mahaprayan Services shall be paid as per actuals)*	14,40,000	15,12,000	15,87,600	5% increment in subsequent year (considering avg. inflation of 4.75 % in last three years)
4	Management cum Service Fee	5,97,000	6,26,850	6,58,193	5 % of (Personnel Cost + Running Cost)
<b>Total</b>		<b>1,31,37,000</b>	<b>1,31,63,850</b>	<b>1,38,22,043</b>	
		<b>4,01,22,893</b>			
<p>*PFC and AAC are already functional in SCBMC&amp;H Cuttack, Odisha and is fully furnished. The selected agency shall have to do a need assessment of which of the existing equipment's, items, furniture's (EIF) are functional / in working condition; which are repairable; which are not functional / not working and needs replacement. The list of EIF needing repair and replacement shall be submitted by the selected agency to the client along with 3 vendor quotations and comparative statement before purchase for approval. Also assessment regarding need for repair, renovation, shall be carried out of the physical infrastructure of the PFC and the AAC and report about it submitted to the client for approval along with the tentative estimate.</p>					

### 2. Detailed Running Costs

Sr. No.	Item	Cost Estimate Per Month	Annual Costs (in ₹)	Remarks
A	Fixed Costs			

1	Rent allowance for AAC (including electricity & water charges)	1,00,000	12,00,000	
2	Consumables for PFC (stationary, internet, printing papers, cleaning materials, etc)	10,000	1,20,000	Shall be paid as per actual number
3	Consumables for AAC (toiletries, detergents, cleaning material etc)	10,000	1,20,000	Shall be paid as per actual number
<b>B</b>	<b>Variable Costs</b>			
1	Food Allowances @Rs 200.00 per maximum 2 attendants per day			Shall be paid as per actual number
2	Mahaprayan Services @ Rs.10 per km as per actual vehicle plying			Shall be paid as per actual kms
<b>Total</b>		<b>1,20,000</b>	<b>14,40,000</b>	

### 3. HR Cost

Post	Quantity	Shift	Reliver	Total Quantity	Cost per person per month (in INR)**	Cost Estimate per month (in INR)	Annual Cost Estimate (in INR)
Project Manager	1	1	0	1	60,000	60,000	7,20,000
PFC Coordinators	4	3	2	14	30,000	4,20,000	50,40,000
Accountant/Clerk / Cashier	1	1	0	1	30,000	30,000	3,60,000
Data Entry Operator cum MIS Assistant	1	1	0	1	15,000	15,000	1,80,000
Office Attendant	1	2	0	2	13,000	26,000	3,12,000
Caretaker (Male)	1	1	0	1	20,000	20,000	2,40,000
Caretaker (Female)	1	1	0	1	20,000	20,000	2,40,000
Sanitary Worker / Housekeeping Staff (Male)	1	1	0	1	13,000	13,000	1,56,000
Sanitary Worker / Housekeeping Staff (Female)	1	1	0	1	13,000	13,000	1,56,000
Security Guards (Male)	1	2	1	3	13,000	39,000	4,68,000
Security Guards (Female)	1	2	1	3	13,000	39,000	4,68,000
Helpdesk PFC Data Entry Operator cum MIS Assistant – DHH Keonjhar	1	3	1	4	15,000	60,000	7,20,000
Helpdesk PFC Data Entry Operator cum MIS Assistant- SDH Anandapur	1	3	1	4	15,000	60,000	7,20,000
Helpdesk PFC Data Entry Operator cum MIS Assistant – SDH Champua	1	3	1	4	15,000	60,000	7,20,000

<b>Total Resources</b>	<b>41</b>		<b>8,75,000</b>	<b>1,05,00,000</b>
** Maximum limit for payment of salary to be provided per month per person for the first year of the project				

**4. Note:**

- i. Food Allowances @Rs 200.00 per maximum 2 attendant per day till the patient’s hospital stay; shall be paid as per actual number of attendants, which is a part of the Variable Cost in the Running Costs.
- ii. Mahaprayan Services @ Rs.10 per km as per actual vehicle plying shall be paid as per actual number of kms for transport of the dead bodies back to Keonjhar along with their attendants, which is a part of the Variable Cost in the Running Costs.
- iii. Management cum Service fee will be based on actual expenditure incurred each month on Personnel and Recurring i.e., Running cost.
- iv. This Management cum Service Fee is at the discretion of the selected agency for its usages. However, training of all the staff for upskilling from institutes of repute, other industry specific professional courses for staff for provision and improvement in the quality of services for the project, staff group insurance, travel, transport, any other district level activities, Third Party audit fees, and any other services as requested by the Client, etc shall be met out from this Management cum Service fees. The selected Agency shall enter all the expenditure occurred for these activities in appropriate ledger as well as maintain the receipts/bills/vouchers of the same for scrutiny and verification whenever requested for.
- v. Funds provisioned under Capital Cost shall be utilized by the selected agency to procure the EIF as per tentative list provided at Annexure III by following a due procedure of rate realisation (lowest quotation) subject to the budget provisioned. If in case the procurement cost exceeds with respect to the budget, then the selected agency shall submit the justification for requirement of excess budget to the CMD&PHO Keonjhar. CMD&PHO shall scrutinize, verify the need and put it up for further approval and budgetary allocations from DMF Keonjhar.
- vi. In case any repairs, renovation maintenance activity of the infrastructure of the PFC and AAC needs to be carried out in due course of action, above the budget provisioned in the Capital Cost; the estimate for the same shall be submitted to the CDM&PHO for approval before the work is carried out. CMD&PHO shall scrutinize, verify the need and put it up for further approval and budgetary allocations from DMF Keonjhar.
- vii. Personnel cost shall be calculated on the reports generated from biometric system for staff as per their attendance in the particular month.
- viii. Recurring i.e., Running Cost shall be reimbursed to the agency after submission of original bill, vouchers etc.
- ix. In case Security Services, Cleaning/Housekeeping Services are outsourced; the expenses incurred for monthly payments, shall be reimbursed to the agency after submission of original bill, vouchers etc.

**18. Payment of Appropriate Wages by the Selected Agency**

1. The Agency shall pay as applicable all the wages / salaries as provisioned for each category of HR hired for:
  - i. Payment of Wages Act,1936

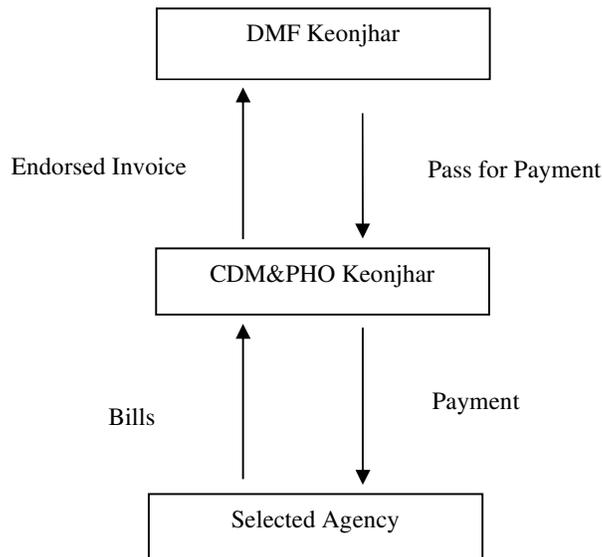
- ii. Minimum Wages Act,1948
  - iii. Employer's Liability Act,1938
  - iv. The Workmen Compensation Act,1923
  - v. Industrial Disputes Act, 1947
  - vi. Maternity Benefit Act,1961
  - vii. Any other relevant Act
2. Wages shall not be less than the minimum wages prescribed by Govt. of Odisha for contractual worker. It is mandatory for the agency to make the payment to personnel engaged by the agency in 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.
  3. Payment of wages to the contractual staff engaged is to be ensured by Agency and it would not be linked with clearance of Bill/Invoice of the selected Agency from the office of CDM&PHO Keonjhar.
  4. In case any complaint is received, or it is observed that payment to deployed staff is not being made as per law, the Agency shall have to make payment to these staff in the at their risk and cost, in the presence of an authorized official from the Client side.

## **19. Payment Procedure**

1. The payment for Capital Cost shall be done after successful installation of all the Equipment's Items and Furniture (EIF) as per (Annexure III) in the premises of the PFC and AAC. PFC and AAC are already functional in SCBMC&H Cuttack, Odisha and is fully furnished. The selected agency shall conduct a need assessment of which of the existing equipment's, items, furniture's (EIF) are functional / in working condition; which are repairable; which are not functional / not working and needs replacement. The list of EIF needing repair and replacement shall be submitted by the selected agency to the client along with 3 vendor quotations and comparative statement / rate realization (lowest quotation) before purchase for approval with the limit of budget provisioned in Capital Cost.
2. The bills of Capital Cost shall be accompanied by:
  - i. List of items installed along with the bills / invoices.
  - ii. Photographs of the items installed with DMF logo pasted on the items and geo-tag location of the PFC, AAC, DHH, SDHs.
  - iii. Before and after photographs of any repairs, renovations if carried out along with the bills/invoices of the same.
3. Payment of Operational Expenditure (OPEX cost / HR and Running Cost) shall be done on a monthly basis as per the budget provisioned for it.
4. For the Operational Cost, the Selected Agency shall submit the Bills/Invoices by the 5<sup>th</sup> day of each subsequent month (next working day if 5<sup>th</sup> is a holiday) to the office of CDM&PHO, Keonjhar.
5. Bills/Invoices of the OPEX cost must be raised based on the actual expenditure agency. The Bills / Invoices shall be supported with the following documents:
  - iv. Attendance sheets of the HR
  - v. Remuneration / Salary / Wages shall be paid through bank transfer to all the employees / HR Staff etc deployed. These online transfer sheets shall be submitted along with the bill.

- vi. 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.
  - vii. Abstract of Food Allowances paid along with proof of payment done to the patients' attendants.
  - viii. Abstract of the Log Books / GPS Trackers of the Mahaprayan Vehicles, Duty Slip of Mahaprayan Driver etc.
  - ix. Bills / Invoices of all the consumables for PFC and AAC, rent receipt of the AAC etc.
6. 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.
  7. Office of CDM&PHO Keonjhar shall submit these verified bills / invoices along with abstract and supporting documents, within 20 working days to DMF Keonjhar.
  8. DMF Keonjhar shall verify the abstract and supporting documents and release payment to CDM&PHO Keonjhar.
  9. Centralized payment shall be done by CDM&PHO for the single monthly bill / invoice raised by the Selected Agency.
  10. All taxes applicable will be deducted as per provisions.
  11. 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.
  12. 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 mutually decide terms and approval of DMF Keonjhar.

## 20. Fund Flow



## 21. Termination of the Project and Agreement Contract

1. The Client by written notice, may suspend /terminate the agreement if the Selected Agency fails to perform any of its obligations as per the terms and conditions of the agreement including carrying out

the services, such notice of suspension shall:

- i. Specify the nature of failure.
- ii. Advise the remedy of such failure.
2. The Selected Agency shall rectify the failure within a period not exceeding 30 days from the date of receipt of such notice by the Client.
3. Client may terminate the contract by not less than 30 days written notice of termination to the selected agency on occurrence of any of the events specified below and / or as specified in Terms & Conditions / Agreement. The decision of the Competent Authority and the Client shall be final and binding on the selected agency.
  - i. If the Selected Agency does not rectify a failure in the performance of his obligations within 30 days of receipt of notice or within such further period as the Client have subsequently approved in writing.
  - ii. If the Selected Agency becomes insolvent or bankrupt.
  - iii. If, as a result of force majeure, the Selected Agency is unable to perform a material portion of the services for a period of not less than 30 days.
  - iv. If, the Selected Agency is found to be engaged in corrupt or fraudulent practices in competing for or in implementation of the project.
  - v. Failure of the Selected Agency to commence the services within time schedules as mutually decided by the Client and the Selected Agency from the date of the agreement.
  - vi. Failure of the Selected Agency to comply with the statutory requirements, rules, and other applicable Acts / Regulations.
  - vii. Criminal indictment of the promoters, member/s of the Board of Directors, Chief Functionaries, key personnel engaged by the Selected Agency for operations and management of the services.
  - viii. Engagement of unqualified personnel by the Selected Agency for operations of the project.
  - ix. Certification of unsatisfactory performance by the Monitoring Committee / Evaluation Team or Officer – in Charge from the Clients side.
4. In the event Force Majeure makes the performance of this Agreement impossible, or the continuation of the Agreement becomes unlawful, then either Party may issue a 30 days' notice to terminate.
  - i. The Agreement may be terminated by both parties through mutual consent.
  - ii. Both the parties shall honour commitments made prior to the date of notice, complete the ongoing commitments to avoid major inconveniences. The Client shall pay the Selected Agency for all valid service received without any dues.
  - iii. Despite termination, the parties shall abide by the usual professional ethics and normal code of conduct to maintain the confidentiality of the information and intellectual property rights.
  - iv. The termination will not affect the rights and obligations of the Parties incurred prior to termination.
5. Non-payment of service fee to the Selected Agency by the Client can entitle termination of services by the Service provider/ Second Party.

## Section IV: Technical Proposal Submission Forms

### TECH - 1 Covering Letter

(On Bidder's Letter Head)

[Location, Date]

To,

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

**Subject: Operations and Management of Patient Facilitation Centre in SCBMC&H, Cuttack under DMF Keonjhar [TECHNICAL PROPOSAL]**

Dear Sir,

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)**

S. No.	Description	Full Details
1	<b>Name of the Bidder</b>	
2	<b>Address for communication:</b> Tel: Email id:	
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/ Bank Guarantee No.: Date: Name of the Bank:	
7	<b>EMD Details</b> Amount: DD/Bank Guarantee No.: Date: Name of the Bank:	
8	PAN Number	
9	Goods and Services Tax Identification Number (GSTIN)	
10	Willing to carry out assignments as per the scope of work of the RFP	YES
11	Willing to accept all the terms and conditions as specified in the RFP	YES

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

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

**TECH 3: Bidders Financial Details**

**Annual Average Turnover Statement**  
(To be furnished in the letter head of the Chartered Accountant)

Financial Information (In INR)				
Details	FY 2020-21*	FY 2021-22*	FY 2022-23*	Average
Turnover (in Crores)				
	Page no in the bid proposal	Page no in the bid proposal	Page no in the bid proposal	
* Provisional audited statement shall not be considered.				
<b>Supporting Documents:</b>				
Audited certified financial statements for the last three FYs (Submission of copies of Income & Expenditure Statement, P/L and Balance Sheet for the respective financial years is mandatory along with this form)				
<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 along with the technical proposal, failing which the proposal will be out rightly rejected.</b>				

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

Name of Chartered Accountant / Authorized Signatory of Company Auditor

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

Membership No. Chartered Accountant / Authorized Signatory of Company Auditor

**Authorized Signatory with Date and Seal** :

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

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

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

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

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

[NB: No Scanned Signature will be entertained]

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

**TECH 4: Format for Power of Attorney  
(Notarized on INR 100.00 Stamp Paper)**

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

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

Name of the Authorized Representative:

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

\_\_\_\_\_

CERTIFIED:

**Signature, Name & Designation of person executing attorney:**

*Address of the Bidder:*

**TECH 5: Bidders Past Experience Details**

1. Experience of functional / completed cumulative units of Operations and Management of Patient Facilitation Centres / Maa Gruhas / Maternal Waiting Homes / Creches / Palna Ghar / Ama Kalika Kendra / Nutritional Rehabilitation Centres (NRCs) / PPP Managed Urban Primary Health Centres (UPHCs) / PPP Managed Primary Health Centres (PHCs) / PPP Managed Healthcare Facilities / PPP Managed Urban Health & Wellness Centres (UHWCs) / Tribal Health Centre / / Multispecialty / Single Specialty Hospital with indoor treatment facility etc

Sr. No .	Name of the Project*	Number of Units Operationalized	Client Name, Contact Details & Address	Name of funding agency (if different from Client)	Fees in INR (In Crores)	Project Start Date in DD/MM/YYYY	Project End Date in DD/MM/YYYY***	Page no of the Attached Work Order / Experience Certificate* *
1								
2								
3								
4								

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

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

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

Authorized Signatory :  
with Date and Seal

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

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

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

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

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 2: [Instruction to the Bidder] under Eligibility Criteria: Para (13). If yes, please furnish details of any such activities.

If no, please certify,

#### On Bidders Letter

I hereby declare that our Agency is not indulged in any such activities which can be termed as the conflicting activities as mentioned in **Section 2: [Instruction to the Bidder] under Eligibility Criteria: Para (13)**.

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

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

[Comment here on inputs and facilities to be provided by the Client with respect to the Scope of Work and 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, the bidder shall highlight the problems being addressed and their importance and explain the technical approach to be adopted to address them. It is suggested to present the required information divided into following four sections viz 'Technical Approach & Methodology, Work Plan, Organization & Staffing, Challenges Envisaged']

- 1. Understanding of the Need / Demand of the Project / Assignment:** In this chapter, you shall explain your understanding of the objectives of the assignment, need, demand and usefulness of the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You shall highlight the problems being addressed and their importance.
- 2. Approach, Methodology, Work Plan, Unique Selling Proposition / Additional Software / Features, Additional Services:** In this chapter, and explain the technical approach you shall adopt to address the objectives of the assignment. You shall also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach. You shall propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates. The proposed work plan shall be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate and implement each of the objectives, services, and care to be provided, and scope of work into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output etc., shall be included here. The work plan shall be consistent with the Work Schedule.
- 3. Challenges Envisaged and Risk Mitigation Strategies:** In this chapter, you shall list out some major challenges that could arise while implementation of the project. Also, the proposed action plan/road map and quality control mechanisms that you shall contemplate to follow while overcoming these challenges.
- 4. Similar Case Studies:** In this chapter, you shall list out any similar experiences, similar works carried out in other projects of other assignments, their usefulness and impact generated.

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

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

Maximum Number of Slides	Slide Heading	Maximum Marks (40)	Maximum Time for Presentation
1 to 3	Understanding of the Need / Demand of the Project / Assignment	10	5 minutes

*RFP for Operations and Management of Patient Facilitation Centre in SCBMC&H, Cuttack under DMF Keonjhar*

4 to 8	Approach, Methodology, Work Plan, Unique Selling Proposition / Additional Software / Features, Additional Services related to the assignment	15	10 minutes
9 to 10	Challenges and Risk Mitigation Strategies	10	5 minutes
11 to 12	Similar Case studies	5	5 minutes
	Question & Answer Session		5 minutes

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

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

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

**TECH 9: Proposed Plan to Carry out the Assignment**

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

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

**Authorized Signatory with Date and Seal :**

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

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

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

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

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

**TECH 10: Non-Consortium Declaration**  
(On Bidder's Letterhead)

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

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

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

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

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

**Authorized Signatory with  
Date and Seal** :

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

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

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

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

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

## TECH 11: Affidavit Format for Not Blacklisting

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

### Affidavit

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

However, we wish to bring to your notice (in case the agency has been blacklisted previously), the details of our previous blacklisting's as per details below:

Sr. No.	Name of the Organisation / Department / Ministry that blacklisted the Agency	Duration from which the blacklisting started to when it ended (in DD/MM/YYYY)	Reasons for being Blacklisted	Issues that led to blacklisting was resolved / Not resolved	Details of the Documents Supporting the Blacklisting Resolution	Page Number of the Attached Supporting Documents for Blacklisting Resolution
1						
2						

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

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

Authorized Signatory with  
Date and Seal

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

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

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

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

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

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

1.	<b>Proposed Position</b>			
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>			
	<b>Language</b>	<b>Reading</b>	<b>Speaking</b>	<b>Writing</b>
	English			
	Odia			
	Hindi			
	Any other			
8.	<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>			
9.	<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>	
	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.	

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. CVs submitted as a part of the RFP Bid submission are expected to be work for the whole duration of the contract for the said project.*

## Section V: Annexures

### Annexure I: Bid Submission Checklist

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

Sr. No.	Description	Submitted (Yes/No)	Page No.
	<b>Technical Proposal (Original)</b>		
1	Filled in Bid Submission Check List (ANNEXURE I)		
2	Covering Letter (TECH 1)		
3	Bid Processing Fee of INR. 10,000/- in form of DD		
4	EMD of INR. 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 (20-21, 21-22 & 22-23)		
9	General Details of the Bidder (TECH 2)		
10	Financial details of the bidder (TECH 3) along with all the supportive documents such as copies of Profit – Loss Statement and Balance Sheet for the concerned period		
11	Power of Attorney (TECH 4) in favour of the person signing the bid on behalf of the bidder		
12	List of completed assignments of similar nature (Past Experience Details) (TECH 5) along with the photocopies of work orders / experience certificates for the respective assignments		
13	Self-Declaration on Potential Conflict of Interest (TECH 6)		
14	Comments and Suggestions (TECH 7)		
15	Description of Approach, Methodology & Work Plan (TECH 8)		
16	Work Plan (TECH 9)		
17	Non-Consortium Declaration (TECH 10)		

*RFP for Operations and Management of Patient Facilitation Centre in SCBMC&H, Cuttack under DMF Keonjhar*

18	Affidavit Format for Not Blacklisting (TECH 11)		
19	Format of Curriculum Vitae (TECH 12)		

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

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

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

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

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

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

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

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

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

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

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

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

**Annexure III: Tentative List of Capital Cost for Equipment's, Items and Furniture's  
(EIF)**

<b>Sr. No.</b>	<b>Item</b>	<b>Quantity</b>
<b>A</b>	<b>AAC</b>	
1	Bed	100
2	Mattress	100
3	Pillow	100
4	Bed sheet	120
5	Pillow cover	120
6	Mosquito nets	100
7	Storage Boxes (with chain & lock)	100
8	Chairs for AAC	6
9	Table for AAC	1
10	RO filter for AAC	2
11	Power backup for AAC (Inverter + Battery Unit)	2
12	CCTV camera arrangement for AAC	4
13	Fans for AAC	20
14	LED Lights for AAC	20
15	Steel Bucket and Mug (Medium Size)	15
16	Steel Bucket and Mug (Large Size)	10
17	Plastic Dustbins	15
18	First Aid Kit	3
19	Mobile Phones	4
20	Washing Machine (8 kg, Automatic)	2
21	Desktop Computer for AAC	1
22	Almirah / Cupboards	1
23	Heater	4
24	Geyser	4
<b>B</b>	<b>PFC</b>	
25	Laptop for PFC	1
26	Almirah / Cupboards	
27	Table for PFC	1
28	Chairs for PFC	6
29	Table Computers	4
30	Printer cum Scanner	2
31	Fire Extinguisher	2
32	Miscellaneous	2
<b>C</b>	<b>At DHH, SDH Anandpur and SDH Champua</b>	
33	Laptop, Printer and Scanner for Helpdesk PFC Coordinators at DHH and SDH Champua and SDH Anandapur	3
34	Table for Helpdesk PFC Coordinators at DHH and SDH Champua and SDH Anandapur	3
35	Chairs for Helpdesk PFC Coordinators at DHH and SDH Champua and SDH Anandapur	3

**Annexure IV: Definitions and Acronyms**

1	ADD	:	Application Due Date
2	AAC	:	Attendant Accommodation Centre
3	Agency	:	Entities or persons that may provide or provides the Services to the Client under the Contract.
4	CHC	:	Community Health Centre
5	CL (R&A)	:	Contract Labour Regulation & Abolition Act
6	CV	:	Curriculum Vitae
7	Day	:	Calendar day
8	DD	:	Demand Draft
9	DHH	:	District Headquarter Hospital
10	DMF, Keonjhar	:	District Mineral Foundation, Keonjhar
11	DPEP	:	Detailed Project Execution Plan to be submitted by the selected Agency
12	EC	:	Evaluation Committee
13	EMD	:	Earnest Money Deposit
14	HMIS	:	Hospital Management Information Software
15	IEC	:	Information, Education, Communication
16	INR	:	Indian National Rupees
17	Instructions to applicant Agencies	:	The document which provides interested Agencies with the information needed to prepare their respective Proposals.
18	LOI	:	Letter of Invitation, (Section 1 of the RFP) means the 'Letter of Invitation' being sent by the Client.
19	MIS	:	Management Information System
20	MOIC	:	Medical Officer Incharge
21	MS	:	Medical Superintendent
22	MSME	:	Micro, Small and Medium Enterprises
23	NGO	:	Non-Governmental Organization
24	NSF	:	Net Square Feet
25	NSM	:	Net Square Meter
26	OPD	:	Outpatient Department
27	Personnel	:	Professionals and support staff provided by the selected Agency and assigned to perform the Services or any part thereof.
28	PFC	:	Patient Facilitation Centre
29	PHC	:	Primary Health Centre
30	Proposal	:	Pre-Qualification Documents, Technical Proposal and Financial Proposal.
31	QBS	:	Quality Based Selection
32	RFP	:	Request for Proposal, circulated by the Client for the selection of an Agency
33	SC	:	Sub Centre
34	SCBMC&H, Cuttack	:	Srirama Chandra Bhanja Medical College and Hospital, Cuttack
35	SDH	:	Sub Divisional Hospital
36	TIA	:	Tender Inviting Authority /Client
37	TOR	:	Information included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Client and the selected Agency
38	Wrt	:	With respect to