



REQUEST FOR PROPOSAL

Selection of agency for management of Computerized Registration counter at Government Health Institutions of Keonjhar district under DMF Keonjhar.

RFP Reference No:

DMF/Registration Counter/4434 Dated 03.09.2025

Padmisha
03.09.2025
Chief District Medical & Public Health Officer
Keonjhar

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Padmisha
03.09.2025
Chief District Medical & Public Health Officer
Keonjhar

SECTION 1 - NOTICE INVITING PROPOSAL

RFP Reference No.: DMF/Registration Counter/4434 Dated 03.09.2025

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE AGENCIES FOR SELECTION OF THE MOST SUITABLE AGENCY TO UNDERTAKE MANAGEMENT OF COMPUTERIZED REGISTRATION COUNTER AT GOVERNMENT HEALTH INSTITUTIONS OF KEONJHAR DISTRICT UNDER DMF KEONJHAR.

1	Period of Availability of RFP Document	From 04-09-2025 to 23-09-2025 (Downloadable from website: www.kendujhar.nic.in)
2	Pre-Bid Meeting	Date: 12-09-2025, Time – 11.00. AM Address: Mini Conference Hall O/o – CDM & PHO, DHH Keonjhar – 758001, Odisha
3	Last date and address for submission of Proposal	Date: 23-09-25 Time: 5.30 PM Address: O/o – CDM & PHO, DHH Keonjhar – 758001, Odisha <i>NB: Proposals should be submitted through Speed post / Registered post only</i>
4	Date, time and place of opening of Proposal and presentation	a) Technical Proposal (Part A) opening: 24-09-25 at 11.00 AM Address: Mini Conference Hall DPMU NHM, O/o – CDM & PHO, District Head Quarter Hospital, Keonjhar - 758001 b) Financial Proposal (Part B): <i>The date of opening of financial proposals will be intimated by the CDM & PHO cum DMD Keonjhar, to the agency found successful in the technical proposal evaluation.</i> (Bidders / authorized representative may remain present at the time of opening of the financial proposal)

SECTION 2 - INSTRUCTIONS TO BIDDERS

2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid at **O/o – CDM & PHO, DHH Keonjhar - 758001 Odisha. However, the bidder submitting proposal for the Keonjhar district has to manage the computerized registration counters services in SDHs, CHCs, of the district.**
- (b) Detailed description of the objectives, scope of services, deliverables and other requirements are specified in this RFP. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP;
- (c) The selection of the Agency shall be on the basis of an evaluation by the tender committee of the concerned District, through the Selection Process specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the decision of CDM & PHO cum DMD Keonjhar is without any right of appeal whatsoever;
- (d) The bidder shall submit its Proposal in the form and manner specified in this RFP. **The Financial Proposal (Part B) shall be submitted in the format specified in F1.** Upon selection, the agency shall be required to enter into an Agreement with the CDM & PHO cum DMD of Keonjhar district of Keonjhar district.

2.2 Eligibility Criteria

The bidder should fulfil the following Eligibility Criteria:

- I. Must be registered in India as a Company (Companies Act 2013) / Partnership Firm (Indian Partnership Act 1932 / Limited Liability Partnership Act 2008), Society (Societies Registration Act 1860) or a Trust (Indian Trust Act 1882) and its amendment thereof.
- II. Consortium is not allowed
- III. Must have an average Annual Turnover of **Rs. 1 Crores or more** during the last three financial years (2021-22, 2022-23 & 2023-24).
- IV. Must have minimum 3 years of working experience in the field of computerized registration counter services in Government Health Facilities on the stipulated date of bid submission. Details of the projects executed must be submitted as per Format T4 .
- V. Must have deposited EPF & ESI against all staffs under its payroll regularly on monthly basis. The documents pertaining to ECR of EPF and Challans of ESI for the **last 3 months** prior to month of publication of tender must be furnished in the technical bid.
- VI. The Bidder must not have been blacklisted either by the tender inviting authority or by any State Govt. or Govt. of India organization. The agency shall submit undertaking regarding the same on Non Judicial Stamp paper of Rs. 20/- as per Format T5
- VII. Must have labour registration certificate
- VIII. Must have valid ISO 9001 : 2015 certification
- IX. Must be registered under EPF
- X. Must be registered under ESI
- XI. Must have a PAN
- XII. Must have GST registration number and submit GST clearance certificate for the FY 2024-25.

2.3 Proposal Submission

Interested eligible bidders may submit their bid at *O/o – CDM & PHO, DHH Keonjhar – 758001, Odisha*. The bidder submitting proposal for the concerned district has to provide management of computerized registration counter services in SDHs, CHCs of the district as per the list attached in **Section - 4** and accordingly quote the prices in the price bid.

The proposal shall be submitted in two parts:

(1) Part A - Tender Document Cost, Bid Security & Technical Proposal as per format set out in RFP.

(2) Part B - Financial Proposal as per the format set out in RFP.

- (i) The Proposal shall be typed or written legibly in indelible ink and shall be signed the authorized representative of the bidder.
- iii) Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the Proposal have put his/their initial prior to submission of the same.

2.4 Bid Document Cost

The bidders shall have to furnish a bid document cost of **Rs.10,000/-** (non-refundable) in the shape of a **Banker's cheques / Demand Draft** from any Nationalized / Schedule Bank payable at Keonjhar and in favour of **CDMO Keonjhar, DMF**.

In the absence of the bid document cost, the technical proposal of the bidder shall be rejected.

The bid document cost should be put in the Technical Proposal (Cover A) envelop.

2.5 Earnest Money Deposit (EMD)

The bidder along with the technical proposal shall have to furnish Earnest Money Deposit (EMD) amounting to Rs. 1,00,000/- (refundable) in the shape of Banker's cheques / Demand Draft from Nationalized / Schedule Bank payable at Keonjhar and in favour of **CDMO Keonjhar, DMF**.

In the absence of the EMD, technical proposal of the bidder shall be rejected. However, as per the Finance Department, Govt. of Odisha office memorandum no. 21926 dated 12.8.2015, the **local** MSEs registered with respective DICs, Khadi, Village, Cottage & Handicraft Industries, OSIC and NSIC are exempted from submission of EMD while participating in tenders of Govt. Departments and Agencies under its control. It is further clarified that the above exemption is applicable to **local MSEs registered in Odisha only**. This exemption to the local MSEs shall be applicable if the kind of service as required under this tender enquiry is clearly specified against the details of the service to be provided in their DIC / NSIC registration certificate (to be furnished in the technical bid).

The EMD shall be returned to unsuccessful bidders within a period of 4 weeks from the date of announcement of the successful bidder.

The EMD shall be forfeited if the bidder withdraws its proposal during the interval between the proposal due date and expiration of the proposal validity period or on in case of successful bidder, if does not execute the agreement.

P. S. Mishra
03.09.2022
Chief District Medical & Public Health Officer
Keonjhar

2.6 Packing, Sealing and Marking of Proposal

- (a) The Technical Proposal (Cover A) and Financial Proposal (Cover B) must be inserted in separate sealed envelopes, along with applicant's name and address in the left-hand corner of the envelope and super scribed in the following manner.
- **Cover-A** - Technical Proposal for "**Management of Computerized registration counter service of Keonjhar district under DMF**".
 - **Cover-B** - Financial Proposal for "**Management of Computerized registration counter service of Keonjhar district under DMF**".
- (b) The two envelopes, i.e. envelope for Part-A, Part-B must be packed in a separate sealed outer cover and clearly **super scribed** with the following:
- Proposal for "**Management of Computerized registration counter service of Keonjhar district under DMF**"
 - **RFP no. & District / Institution Name** (The bidder should clearly mention the RFP no. & District /Institution name for which the proposal is submitted)
 - The bidder's Name & address shall be mentioned in the left bottom corner of the outer envelope.
- (c) The inner and outer envelopes shall be **addressed** to the **CDM & PHO cum DMD Keonjhar** at the **detail address** mentioned at the Section -1 (Sl. No.3 of the table): Notice Inviting Proposal.

If the outer envelope is not sealed and marked as mentioned above, then the O/o the CDM & PHO cum DMD Keonjhar will assume no responsibility for the tender's misplacement or premature opening. Telex, cable or facsimile tenders will be rejected.

(d) Content of the Proposal

I. Cover A (Technical Proposal)

The bidders are requested to submit a detailed technical proposal with respect to management of computerized registration counter at health institutions of Keonjhar district under DMF during the proposed contract period in conformity with the Terms of Reference forming part of this RFP.

1. EMD of **Rs. 1,00,000/-** in the shape of a Demand Draft in favor of **CDMO Keonjhar, DMF**.
2. Bid document cost of Rs.10,000/- (Rupees Ten Thousand) in the shape of a Demand Draft in favor of **CDMO Keonjhar, DMF**.
3. Photocopy of the Registration Certificate of the Agency
4. Photocopy of PAN
5. Photocopy of GST, EPF, ESI Registration
6. Photocopy of the ECR of EPF and Challans of ESI for the **last 3 months** prior to month of publication of tender towards EPF & ESI payment of the personnel deployed by the agency.
7. Photocopy of ISO 9001 : 2015

8. Form T1- Technical tender submission form
9. Form T2 – Profile of the agency
10. Form T3 (Turnover Certificate from the Chartered Accountant)
11. Photocopy of the audited Profit & Loss Statement in the last three financial years in support of the turnover certificate (2021-22, 2022-23 & 2023-24).
12. Work experience – T4
13. Form T5 - Affidavit certifying that the Entity/Promoter(s)/Directors/Partner(s) of Entity are not blacklisted.
14. Any other details, the bidder like to include in the proposal.

II. Cover B (Financial Proposal)

1. The bidder must submit the Financial Proposal using Form specified in Form F1, with proper signature and seal of the bidder.
2. In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be taken into consideration.
3. The same person signing the RFP shall sign the financial part also.

2.5 Validity of Proposals

The Proposal shall remain valid for 180 days after the date of bid opening. Any Proposal, which is valid for a shorter period, shall be rejected as non-responsive.

2.6 Cost of Proposal

The bidder shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process. The concerned district authority / institution will neither be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

2.7 Acknowledgement by the bidder

- (a) It shall be deemed that by submitting the Proposal, the bidder has: -
- (i) made a complete and careful examination of the RFP;
 - (ii) received all relevant information requested from the concerned District authority / Institution;
 - (iii) acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the concerned district authority / institution relating to any of the matters stated in the RFP Document;
 - (iv) satisfied itself about all matters, things and information, necessary and required for submitting an informed Proposal and performance of all of its obligations there under;
 - (v) acknowledged that it does not have a Conflict of Interest; and
 - (vi) Agreed to be bound by the undertaking provided by it under and in terms hereof.
- (b) The concerned district authority / institution shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the concerned district authority.

2.8 Language

The Proposal with all accompanying documents (the “**Documents**”) and all communications in relation to or concerning the Selection Process shall be in English language and strictly as per the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these Documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail. No changes in the forms and RFP documents are allowed.

2.9 Proposal Due Date

RFP filled in all respect must reach O/o the CDM & PHO Keonjhar at the address, time and date specified in the Section-1: Notice Inviting Proposal, through Speed Post / Regd. Post. If the specified date for the submission of RFPs is declared as a holiday, the RFPs will be received up to the stipulated time on the next working day.

2.10 RFP Opening

- (a) The concerned authority of the district open all Proposals, in the presence of bidders or their authorized representatives who choose to attend, at the location, date and time mentioned in the Section 1: Notice Inviting Proposal
- (b) The bidder/their authorized representatives who will be present shall sign a register / attendance sheet evidencing their attendance.
- (c) In the event of the specified RFP opening date being declared a holiday, the RFPs shall be opened at the stipulated time and location on the next working day.

SECTION 3 - TERMS & CONDITIONS

3.1 - Objectives:

The broad objective of Computerized Registration Counter System is for:

- a) Issue of per printed computerized OPD, IPD (OPD - A4 size paper Single side with carbon paper & IPD - Single side printed, Ambulance & Mahapranaya) to the patients by functional of 24 X 7 hour registration counter.
- b) Issue of computerized Users Receipts to the patients.
- c) Maintenance of database of patients on monthly basis.
- d) Submission of reports on OPD/Users to the hospital authority on regular interval.
- e) LAN connected & install of software of record room, Superintendent/BPM/JHM computer which enable to access & management of data.
- f) Daily entry of disease in the OPD & IPD server or incase of non availability of internet connection data should be entered in the offline mode which will be auto traced to server after internet availability.

3.2 - Scope of Work:

The bidder has to conduct the survey for the assessment prior to starting of the work at **different institutions of Keonjhar district**. It will be the responsibility of the bidder to maintain all the hardware/software, manpower and consumables etc. within, during the entire period of execution of work/contract period. The job can be taken up in three phases.

3.3 - Training and Post Implementation Services.

The agency shall provide training to the concerned officials of the hospital on the package developed by them and operation manual in this regard shall also be submitted to this office for reference. The hand hold support shall be provided for a period of one year from the date of implementation of the project. All the back log records as well as master file creation shall be done by the agency before go-live of the project. The staffs engaged shall be properly trained so as to behave the patients and officials of the hospital properly. The pre-printed stationery shall be approved from the authority before printing on press. The operators appointed by the agency shall be well dressed and on proper uniform.

3.4 - Time Line:

The work must be taken up within ten days (30 days) from the date of issue of work order. Failing which, the work order stands cancelled automatically and the second lowest party shall be invited to execute the order. Work assignment period will be three year & it may continue for another two year term depends upon the performance of agency.

3.5 - Responsibility of the Hospital:

The hospital shall provide working space like counters, electricity installations, power backup, Computer, Printer, etc. before initialization of the project.

3.6 - Responsibility of the service provider

- a) The required software solutions, manpower, internet and stationery will be provided by the successful bidder.
- b) Intime payment of Salary with all statutory dues like EPF, ESI etc.
- c) Maintenance of computer, printer and UPS as and when required.
- d) Training of the deployed staffs on the process of registration counter management.
- e) Uniform to the staffs with ID card.

3.7 General Conditions of the Contract

- a) The personnel provided shall be the employees of the service provider and all statutory liabilities will be paid by the service provider such as ESI, PF, Workmen's Compensation Act, etc.
- b) The service provider shall have his own Establishment/Set up/Mechanism to provide training of the personnel to ensure correct and satisfactory performance of his / her duties and responsibilities under the contract.
- c) The service provider at their end should ensure the Health and Safety measures of the outsourced staffs, deputed for the works.
- d) The contracting authority if required may also conduct health checkup of the staff deployed at regular intervals at the cost of the service provider.
- e) The service provider shall engage only such workers, whose antecedents and health have been thoroughly verified including character and police verification and other formalities. The service provider shall be fully responsible for the conduct of their staff.
- f) The service provider at all times should indemnify the contracting Authority against all claims, damages or compensation under the provisions of payment of wages Act; Minimum Wages Act; Employer's Liability Act the Workmen Compensation Act; Industrial Disputes Act,; Maternity Benefit Act, or any modification thereof or any other law relating thereof and rules made hereunder from time to time. Contracting authority will not own any responsibility in this regard. Payment of minimum wages, notified by the government, shall be ensured all the time.
- g) The staff deployed through the service provider in the health facility (ies) shall not claim any benefit, compensation, absorption or regularization of their services in the Govt. establishment either under the provision of Industrial Disputes Act. or Contract Labour (Regulation & Abolition) Act. **The Agency should have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the Service Provider and shall submit the said undertaking to the Contracting Authority.** In the

event of any litigation on the status of the deployed persons, the Contracting Authority/Society shall not be a necessary party, however in any event, either the deployed persons or to the order of the hon'ble court, the District Health Society / Institution may be a party in dispute to adjudicate the matter. The service provider has to reimburse the expenditure that would have been borne by the Contracting Authority.

- h) The staffs deployed by the service provider shall not divulge or disclose any details of office, operational process, technical know-how, administrative/ organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed, it is desirable to remove the said person. The nodal officer of the health facility has every right to remove the said person immediately and the responsibility if any in this context is to be borne by the service provider.
- i) All liabilities arising out of accident or death of the personnel provided by the service provider while on duty shall be borne by the service provider.
- j) Adequate supervision will be provided to ensure correct & effective performance of the services in accordance with the prevailing assignment and instructions agreed upon between the two parties.
- k) The service provider and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse of the areas of the Hospital premises.
- l) That in the event of any loss occasioned to the Hospital, as a result of any lapse on the part of the service provider as may be established after an enquiry conducted by the hospital, such loss will be made good from the amount payable to the service provider. The decision of the district / institution authority in this regard will be final and binding on the service provider.
- m) The service provider shall be responsible to protect all properties and equipment of the health facility entrusted to it.
- n) Any damage or loss caused by service provider's persons to the hospital in whatever form, would be recovered from the service provider.
- o) In the event of any breach/violation or contravention of any terms and conditions contained herein by the service provider, the performance security deposit of the service provider shall be forfeited.
- p) Any liability arising out of any litigation (including those in consumer courts) due to any act of service provider's personnel shall be directly borne by the service provider including all expenses/fines. The concerned service provider's personnel shall attend the court as and when required.
- q) The service provider shall not engage any such sub-contractor or transfer the contract to any other person in any manner.
- r) The staffs engaged by the service provider shall not take part in any staff union and association activities.
- s) The Hospital shall not be responsible for providing residential accommodation to any of the deployed personnel of the service provider.
- t) If as a result of post payment audit any overpayment is detected in respect of any work done

by the service provider or alleged to have been done by the service provider under the tender, it shall be recovered by the authority of the concerned health institution from the service provider.

- u) If any underpayment is discovered, the amount shall be duly paid to the service provider by the authority of the concerned health institution.
- v) The service provider shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Tender Inviting Authority / Authority of the concerned health institution.
- w) The service provider will have to enclose the proof / copies of the challans showing payment of statutory dues for the previous month along with monthly bills.
- x) All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the nodal officer of the respective health facility (ies)/ Tender Inviting Authority/Contracting Authority. The service provider and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.
- y) The service provider shall immediately intimate to the Controlling Authority about any criminal charge framed against the persons or supervisor engaged or employed by the agency, in the course of their performance of duties. A copy of such communication shall also be sent to the officer-in-charge of the Police Station where the person charged against resides.
- z) The service provider shall be blacklisted if miserably performed as per assessment based on score card even after repeated notice for improving performance i.e. minimum 3 times. The service provider shall also be blacklisted if found indulging in such activity which will affect name & fame of the implementing agency.
- aa) The service provider shall not assign or sublet this Agreement or any part thereof to any third party.
- bb) The contract can be terminated at any time prior to its completion by either Party with 30 days of notice period.
- cc) In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the service provider will be liable to be forfeited by contracting authority besides annulment of the contract.
- dd) The service provider shall ensure that the person deployed are disciplined and shall enforce prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering and shall not engage in gambling or any immoral act.

3.8 - Termination / Suspension of Contract

The District Authority / Institution may by a notice in writing, suspend the contract if the selected agency fails to perform any of his obligations including carrying out the services, provided that such notice of suspension shall specify the nature of failure, and shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

The District Authority / Institution after giving 30 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (as mentioned below), may terminate the agreement after giving reasonable opportunity of being heard to the service provider :

- 1) If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the District Authority / Institution have subsequently approve in writing.
- 2) If the service provider becomes insolvent or bankrupt.
- 3) If, as a result of force majeure, the service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
- 4) If, in the judgment of the District Authority / Institution, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

3.9 - Modifications

Modifications in terms of reference including scope of the services can only be made by the district authority / institution with written consent of both parties. However, basic conditions of the contract shall not be modified.

3.10 - Force Majeure

Management of Computerized registration counter Services as being an emergency response services, the Service Provider shall not be allowed to suspend or discontinue the Services during occurrences of emergencies or Force Majeure Events.

For the purposes of this contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government agencies.

In such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with because of any damage caused to the services or any of the Project Facilities or non availability of staff, or inability to Provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events or circumstances, then no penalties shall be applicable for the relevant default in Performance Standards and would be applied to such particular defaults. Further, unless the Force Majeure event is of such nature that it completely prevents the operation of services, a suspension or failure to provide Services on the occurrence of a Force Majeure

event will be an Event of Default and the District authority may terminate this Agreement without any termination payment being made in respect thereof.

The failure of a party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement and has informed the other party as soon as possible about the occurrence of such an event.

3.11 - Settlement of Dispute

If any dispute with regard to the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on the rights, duties or liabilities of any party, the same shall be referred to Committee constituted at the District level for decision.

3.12 Jurisdiction of Court

Legal proceedings if any shall be subject to the concerned District jurisdiction only.

3.13 Right to Accept and Reject any Proposal

The District Authority / Institution / Tender Inviting Authority reserve the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

Section – 4

Sl. No	Name of the Institution	Total number of registration counter	Required number of Manpower INFORMATIVE ASSISTANT (IA) (HIGH SKILLED)
1	CHC Bhagamunda	1	4
2	CHC Salania	1	4
3	CHC Sainkul	1	4
4	CHC Keshdurapal	1	4
5	CHC Fakirpur	1	4
6	CHC Padampur	1	4
7	CHC Jhumpura	1	4
8	CHC Patna	1	4
9	CHC Udaypur	1	4
10	CHC Banspal	1	4
11	CHC Telkoi	1	4
12	CHC Basudevpur	1	4
13	CHC Joda	1	4
14	CHC Barbil	1	4
15	CHC Ghatgaon	2	5
16	CHC Harichandanpur	1	4
17	CHC Bhandra	1	4
18	SDH Champua	3	7
19	SDH Anandpur	3	7
Total		24	83

RFP FORMATS

Management of Computerized Registration Counter Services at Govt. Health Institutions of Keonjhar district under DMF

TECHNICAL PROPOSAL

Check List (Technical Proposal)

Please check whether following have been enclosed in the respective cover namely, Technical Proposal: **(please arrange the documents serially in the following order & do the page numbering of the entire bid document and mention the page no. in the column "page No" against the particulars in the check list as mentioned below for ease of scrutiny)**

Sl.	Particulars	Whether Submitted (Yes / No)	Page No.
1	EMD (DD of Rs. _____/-)		
2	Bid document Cost (DD of Rs. 10000/-)		
3	Form T1		
4	Form T2		
5	Photocopy of the company/Agency Registration certificate		
6	Photocopy of the GST registration certificate & GST clearance certificate for the FY 2024-25		
7	Photocopy of the EPF registration certificate		
8	Photocopy of the ESI registration certificate		
9	Copy of the ECR towards submission of EPF & Challans of ESI for the month of last 3 months prior to month of publication of tender.		
10	Photocopy of the Labour Registration Certificate		
11	Copy of PAN		
12	Photocopy of ISO 9001: 2015 certificate		
13	Form T3		
14	Photocopies of the audited P/L account of each year highlighting the turnover in support of that		
15	Copies of Work Order/Contract certificates from the clients in support of housekeeping & cleaning services executed in support of the information provided in Form T4		
16	Any other relevant documents		

FORM - T1
(to be furnished in the technical proposal)

TECHNICAL TENDER SUBMISSION FORM
(On the letterhead of the agency)

To

The CDM & PHO cum DMD

Keonjhar

Re. : RFP Reference no. _____ dated _____

Dear Sir / Madam,

We, the undersigned, offer to provide the management of Computerized Registration Counter Services at District Health Institutions. We are hereby submitting our Proposal, which includes this Technical Proposal and a Commercial Proposal sealed under a separate envelope.

We hereby declare our Confirmation of acceptance of the Conditions of Contract mentioned in the RFP document under reference cited above.

We hereby declare that all the information and statements made in this Proposal are true and accept that any of our misrepresentations contained in it may lead to our disqualification.

Our proposal shall be binding upon us for a period of 180 days from the date of bid opening, subject to the modifications resulting from Contract negotiations you may subsequently carry out with us to accept our bid. If we are assigned the work during the period of validity of the Proposal, we undertake to carry out the same as per the terms and conditions of this tender document.

I hereby declare that my company has not been debarred / black listed by any Government / Semi Government organizations. I further certify that I am the competent authority in my company authorized to make this declaration.

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

Yours sincerely,

Authorized Signatory [In full and initials]: _____

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)


03.09.2022
Chief District Medical & Public Health Officer
Keonjhar

FORM - T2
(to be furnished in the technical proposal)

PROFILE OF THE AGENCY

Name of the Agency	
Office Address	
Status of the Agency (Whether registered under Company / Firm / Society / Trust)	
Name of the Chief Executive and authorized signatory	
Telephone Nos.: Landline	
Mobile	
Fax	
Email id (Official email id for correspondence if any)	
Date of Establishment	(furnish copy of the Registration Certificate of the Agency)
GST Registration No.	(furnish copy of the GST Registration of the Agency)
EPF Registration No.	(furnish copy of the EPF registration certificate of the Agency)
ESI Registration No.	

	(furnish copy of the ESI registration certificate of the Agency)
Income Tax No. (PAN)	(furnish copy of the PAN)
No. of branch offices in Odisha with location details	
Bank Details of the Bidder: The bidders have to furnish the Bank Details as mentioned below for return of EMD / Payment for services if any (if selected)	a. Name of the Bank : b. Name of the Account & Full address of the Branch concerned c. Account no. of the bidder : d. IFS Code of the Bank :

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Organization Seal)

FORM T3

(to be furnished in the technical proposal)

ANNUAL AVERAGE TURN OVER STATEMENT

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

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

Sl.	Financial Year	Turnover in Rs.
1	2021-22	
2	2022-23	
3	2023-24	
Average Annual Turnover in Rs.		

*Provisional audited statement shall not be considered.

Date: _____ Signature of Chartered Accountant

Place: _____
(Name in Capital)

Seal

Membership No.:

UDIN:

Note:

- 1) To be issued in the **letter head** of the Chartered Accountant with membership No. & UDIN.
- 2) Also attach photocopies of the audited P/L account of **each year highlighting** the **turnover** in support of that.

Padmisha
03.09.2024
Chief District Medical & Public Health Officer
Keonjhar

FORM T4

(to be furnished in the technical proposal)

PAST EXPERIENCE IN Management of COMPUTERIZED REGISTRATION COUNTER SERVICES AT GOVERNMENT HEALTH FACILITIES

(Attach separate sheets if the space provided is not sufficient)

Sl.	Name /of the contracting authority for which management registration counter Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Designations of the Manpower deployed	Agreement Copy enclosed (Yes / No)	Page no (s) in your bid where the copies of the relevant work order / contract is (are) placed
1							
2							
3							
4							
5							
6							

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Organization Seal)

Prasanna
03.09.2022
Chief District Medical & Public Health Officer
Keonjhar

FORM T5

(to be furnished in the technical proposal)

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

(On a Stamp Paper of relevant value)

Affidavit

I, representing M/s. (the name of the agency with address of the registered office) hereby certifies and confirm that we or any of our promoter(s) / Director(s) are not barred by Department of Health & FW, Govt. of Odisha / or any other entity of GoO or blacklisted by any State Government or Central Government / Department / Organization in India from participating in Tenders as on the _____ (Date of Signing of this proposal). I certify that our organization have not committed any offence under the Prevention of Corruption Act, 1988 or the Indian Penal Code or any other law for time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of public procurement contract.

We further confirm 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 thisDay of, 2025

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Organization Seal)

Prasanna
03.09.2025
Chief District Medical & Public Health Officer
Keonjhar

FORMATS

Management of Computerized Registration Counter Services at Govt. Health Institutions of Keonjhar district under DMF

FINANCIAL PROPOSAL

FORM F – 1

MANAGEMENT OF COMPUTERIZED REGISTRATION COUNTER AT DIFFERENT INSTITUTIONS OF KEONJHAR DISTRICT UNDER DMF.

(In the letter head of the firm)

(This format must be kept in a separate sealed envelope clearly marked as COVER - B)

- NAME OF THE ORGANIZATION:

_____.

FORM – 1.1

Sl.	Particulars	Monthly Cost per Personnel (Rs.) exclusive of GST				**No. of Personnel	Total Cost / Month (Rs.) (exclusive of GST) (up to two decimal places only)
		*Take home Remuneration / Month (30 days Service)	EPF (Employer's share of 13%)	ESI (Employer's share of 3.25%)	Total (per personnel per Month)		
1	Human Resource (HR)	a	b	c	d = a+b+c	e	f = d x e
1.1	Remuneration INFORMATIVE ASSISTANT (HIGH SKILLED)					83	
2	Total HR Cost / Month [f of 1.1 to f of 1.6]						
3	Service Charge***						
3.1	Service Charge (in %) [for example 3.85%, 4%, 4.5% etc. and not in amount]						(up to two decimal places only)
3.2	Service Charge (Amount calculated in Rs. based on the above %)						(up to two decimal places only)
4	Total Cost per Month (f of Sl. 2 + f of Sl. 3.2) (exclusive of GST****)						(up to two decimal places only)

(Pl. go through the **Notes** mentioned below carefully before quoting the rates, total no. of Personnel)

Note:

- * The **monthly take home remuneration** must be based as per **minimum wages** act vide the **latest notification** (as on the date of tender submission) issued by **Labour Commissioner, Odisha** for **Skilled** and **High Skilled** personnel. This should take into account 30 days service of IA / month required at the health institutions as management of computerized registration counter shall be required round the clock in a day and also to arrive at a total cost for evaluation purpose based on the quoted price of all bidders in an equitable platform. There must not be **any compromise** on the **take home remuneration** mentioned above.
- ** **The total no. of Informative Assistant (IA)** required for the District is mentioned at **Section-4**). The bidders are requested to go through the **Section-4** carefully.
- *** The bidders are required to quote the **service charge in % and figures** as mentioned in 3.1 & 3.2 respectively of the price format mentioned above. The **service charge %** shall be quoted by taking into account the **management** of all deployed personnel **uniform, training and other requirement for IA, overhead, profit etc.** The minimum service charge shall be 3.85% of the total HR Cost (excluding GST) mentioned in Sl. 2 (column f under Sl. No.2). The service charge should not **exceed 7%**. If a bidder quote service charge **less than 3.85% or more than 7%**, it will be treated as **non-responsive** and shall be **disqualified**.

Date:
Place:

Seal & Signature of authorized person
Name:
Designation:

P. S. Mishra
03.09.2022
Chief District Medical & Public Health Officer
Keonjhar

FORM – 1.2

# SL.	DESCRIPTION OF JOB	UNIT	PRICE SCHEDULE	
			RATE(Rs.)	Figure in words
1	Printing charges of Online OPD/IPD Ticket & all other users (Providing day to day consumables- A4 Paper and HP 110A/88A Cartridge)	Per Ticket		
2	Offline HMIS Software Installation of software OPD/IPD Tickets as SAS Model at all institution (19 institutions) maintenance of the software, Computer, printer, UPS	Per Month		
3	Total			

Date:
Place:

Seal & Signature of authorized person
Name:
Designation:

Padmisha
03.09.2025
Chief District Medical & Public Health Officer
Keonjhar

FORM – 1.3

Total	TOTAL OF FORM 1.1 (Sl. No 4) + Total of FORM 1.2 SERIAL NO. 3
Total Cost per month	

GST shall be **paid extra** on the total cost per month shall be applicable as per the prevailing rate of GST act.

Final Price to be based on the FORM – 1.3 (Total cost per month)

Date:

Place:

Seal & Signature of authorized person

Name:

Designation: