

**OFFICE OF THE CHIEF DISTRICT MEDICAL & PHO- cum-DMD, CUTTACK**

**Department of Health & Family Welfare,  
Government of Odisha**

Adv. No **5838**

Date:15/04/2021

**TENDER CALL NOTICE FOR DEO SERVICE.**

Sealed tender are invited from authorized agency for DEO service under CDM&PHO Cuttack. The details of term and conditions of tender are available at the official website [www.cuttack.nic.in](http://www.cuttack.nic.in) the bidders have to download the tender paper from website to participate in the tender. The undersigned reserves the right to reject any or all the tenders without assigning any reason. Available of tender paper 16/04/2021 to 26/04/2021, Last date of submission of paper 26/04/2021, Time: 2.00 PM, Opening of tender (Technical Bid) 26/04/2021, 3.00PM. Submission of tender paper through Speed post / Registered post / Courier.

Sd/-

Chief District Medical &PHO cum DMD Cuttack

*SBC*  
Chief District Medical & PHO  
Cum-District Mission Director  
Cuttack



# REQUEST FOR PROPOSAL

## DEO at Health Institutions

RFP Reference No: 5838

(as mentioned in the Schedule of Submission : Section I for Cuttack District)

Date: 15/04/2021

**DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or subsequently provided to bidder(s), whether verbally or in documentary form by or on behalf of the District Authority under Department of Health & Family Welfare, Govt. of Odisha, or any of their employees or advisors, is provided to bidder(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by the District Authority or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their proposal and detailed Proposal. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the Department, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Some bidders may have a better knowledge of the proposed Project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. District Authority / Department, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. District Authority / Department may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

## NOTICE INVITING PROPOSAL

RFP No. **5838**Dated: **15**/04/2021

(as per the RFP no. of the concerned Dist. mentioned in the Section 1: Schedule of Submission)

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE AGENCYS FOR SELECTION OF THE MOST SUITABLE AGENCY TO PROVIDE DEOAT HEALTH INSTITUTIONS.

1	Period of Availability of RFP Document	From 16/04/2021 to 26/04/2021 (Downloadable from website: <a href="http://www.cuttack.nic.in">www.cuttack.nic.in</a> )
2	Last date for submission of Proposal	<b>Date: 26/04/2021, Time: 02.00 PM</b> <b>Address:</b> <i>(Name of the Dist. &amp; Venue is mentioned at Section 1 : Schedule of Submission)</i>  <b>NB : Proposals should be submitted through Speed post / Registered post / Courier</b>
3	Date, time and place of opening of Proposal and presentation	<p>a) <b>Technical Proposal (Part A) opening : 26/04/2021 at 3.00 PM</b> <b>at (Office of the CDM&amp;PHO-cum-DMD, Cuttack is mentioned at Section 1 : Schedule of proposal Submission)</b></p> <p>b) <b>Financial Proposal (Part B):</b> <i>The date of opening of financial proposals will be intimated by the CDM&amp;PHO-CUM-DMD, Cuttack of the concerned District to the agency found successful in the technical proposal evaluation.</i>  <i>(Office of the CDM&amp;PHO-cum-DMD, Cuttack &amp; Venue is mentioned at Section 1 : Schedule of proposal Submission)</i> <b>(Bidders / authorized representative may remain present at the time of opening of proposal)</b></p>

**SECTION 1 :SCHEDULE OF PROPOSAL SUBMISSION**

Sl.	RFP.No.& date	Name of District	Address of submission of Proposal& Opening of Proposal	Last date & time of submission of Proposal	Date & time of opening of Technical Proposal
1	DEO - Dated 16/04/2021	Cuttack	The Chief District Medical Officer, O/o of the Chief District Medical Officer, District Head Quarter Hospital, At/P.O. Cuttack, Dist.Cuttack, Odisha		

## SECTION 2 - INSTRUCTIONS TO BIDDERS

### 2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid for **Cuttack District. However, the bidder submitting proposal for provide DEO at Health Institution in Cuttack district accordingly quote the prices in the price bid.**
- (b) Detailed description of the objectives, scope of services, deliverables and other requirements relating to "Providing DEOs at Health Institutions" 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 *CDM&PHO-cum-DMD's* decision 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-F2.** Upon selection, the agency shall be required to enter into an Agreement with the Chief District Medical Officer of the concerned District in the form specified at **Annexure II.**

### 2.2 Eligibility Criteria

The bidder should fulfil the following Eligibility Criteria:

- |      |  |
|------|--|
| I.   | Should be registered in India as a Company, Firm, Society or a Trust.                                      |
| II.  | Consortium is not allowed  |
| III. | Should not be blacklisted by any Government entity in India within the last three years.                   |
| IV.  | Should have an average Annual Turnover of <b>Rs.50 Lakhs or more</b> during the last three financial years |
| V.   | Should have successfully implemented DEO service at Health Institution in last three years in Odisha.      |

### 2.3 Submission and Signing of Proposal

Interested eligible bidders may submit their bid(s) for **Cuttack District.**

- (a) The proposal shall be submitted in two parts -

**(1) Part A -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.
- (ii) Power of Attorney for signing of bid: The bidder should submit a Power of Attorney as per the Form T5, authorizing the signatory of the bid to commit 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 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 **"Providing DEO at Health Institutions, District Cuttack"**.
  - **Cover-B -** Financial Proposal for **"Providing DEO at Health Institutions, District Cuttack"**.
- (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 **"Providing DEO at Health Institutions, District Cuttack"**.
  - **RFP no. & District Name** (The bidder should clearly mention the RFP no. & District name for which the proposal is submitted)
  - The bidder's Name & address shall be mentioned in the left hand corner of the outer envelope.
- (c) The inner and outer envelopes shall be **addressed** to the **CDM&PHO-cum-DMD, Cuttack** at the **detail address** mentioned at the Section - 1: Schedule of Proposal Submission.

*If the outer envelope is not sealed and marked as mentioned above, then the O/o the CDM&PHO-CUM-DMD, Cuttack 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 the providing DEO to district health institutions during the proposed contract period in conformity with the Terms of Reference forming part of this RFP.

1. EMD of **Rs.50,000/-** in the shape of a Demand Draft in favor of **ZSS - NRHM, Cuttack**
2. Form T1
3. Form T2
4. Photocopy of the Registration Certificate of the Agency
5. Photocopy of PAN
6. Photocopy of GST, EPF, ESI Registration
7. Form T3 (Certificate from the Chartered Accountant on present date )
8. Form T4 - Relevant Experience Details towards successful DEO at Health institution during the last three years.
9. Photocopies of work orders executed in support of the information furnished in Form T4
10. Form T5 - Power of Attorney authorizing the signatory for signing the proposal on behalf of the proposer/Bidder
11. Form T6 - Affidavit Certifying that Entity/Promoter(s)/Directors/Partner(s) of Entity are not Blacklisted.
12. Form T7 - Letter of Declaration (Anti Collusion Certificate) mentioning that the bidder will not collude with the other bidders.
13. A copy of the RFP document sealed and signed in all pages by the applicant.
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-F2 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 Number of Proposals**

Interested bidders fulfilling the eligibility criteria may submit their proposal **separately for Cuttack District.**

## 2.6 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.

## 2.7 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 will neither be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

## 2.8 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;
  - (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 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 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.

## 2.9 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.

### 2.10 Proposal Due Date

RFP filled in all respect must reach O/o the CDM&PHO-CUM-DMD, Cuttack of the concerned District at the address, time and date specified in the Section-1: Schedule of Proposal Submission, through Speed Post/ Regd. Post / Courier only. If the specified date for the submission of RFPs is declared as a holiday, the RFPs will be received up to the appointed time on the next working day.

### 2.11 RFP Opening

- (a) The concerned district authority in their respective Districts will 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: Schedule of Proposal Submission
- (b) The bidder/their authorized representatives who will be present shall sign a register evidencing their attendance.
- (c) In the event of the specified RFP opening date being declared a holiday, the RFPs shall be opened at the appointed time and location on the next working day.

## SECTION 3 - TERMS OF REFERENCE

### 1. Essential Qualification and experience of the key persons

DEO– Must be a graduate with computer literacy PGDCA or Equivalent qualification

### 2. Expected Output Parameters:

**3. Overall Management & Performance:** The overall management of DEOs with ADMO (Med)/ MO I/c, of respective facility including periodic assessment of performance & there by renewal of contract. The Performance appraisal will be done on quarterly basis & renewal is planned on annual basis.

**4. Implementation Modality:** The scheme will run under Partnership model. The agency shall provide necessary DEOs.

**5. Period of Contract:** The contract would be **initially for 1 year** which will be **extended**.

### 6. Performance Review Mechanism

It will be done on a **quarterly basis** by the committee headed by CDM&PHO-CUM-DMD, Cuttack with the following Members & Managers as members:

- District Program Manager
- District Accounts Manager
- District Data Manager

## SECTION 4 -TERMS & CONDITIONS

### 4.1 Period of Engagement/Duration of Contract

- (a) The agency selected for the providing DEO service shall enter in to a contract with the District Authority with the agreed terms and conditions.
- (b) The agency will be engaged initially for a period of 1year, which may further be, subject to satisfactory performance and mutual agreement.

### 4.2 Schedule of Implementation

The agency is provide DEO within 15 days of signing the contract.

### 4.3 Earnest Money Deposit (EMD) andperformance Security Deposit

- (a) The bidder along with the proposal, shall furnish Earnest Money Deposit (EMD) amounting to Rs. 50,000/- in the form of Banker's cheques/ Demand Draft in favor of the ZSS, NRHMCuttack (*as per the District name for which the bidder want to submit their proposal*) payable at Cuttack(*as per the District name for which the bidder want to submit their proposal*).
- (b) In the absence of the EMD, technical proposal of the bidder shall be rejected.
- (c) The EMD shall be returned to unsuccessful bidders within a period of eight (8) weeks from the date of announcement of the successful bidder.
- (d) 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.
- (e) The successful bidder shall have to furnish a Performance Security Deposit of Rs. 1,50,000/- Amount of Earnest money deposit can be adjusted into the security deposit. The performance security deposit is for due performance of the agreement.

The District Authority in the following circumstances can forfeit it;

- (i) When any terms or conditions of the agreement is infringed.
- (ii) When the service provider fails in providing the services satisfactorily.

Notice will be given to the bidder/service provider with reasonable time before the earnest money / security deposit is forfeited.

#### 4.4 Payment

(a) The District Authority does hereby agree that if the approved service provider shall duly implement the project in the manner aforesaid, observe and keep the said terms and conditions, the District Authority will pay or cause to be paid to the approved service provider at the time and in the manner set forth in the said terms.

(b) The mode of payment is as specified below:

The payment shall be paid by the Health institution on monthly basis upon submission of bill monthly based upon submission of bill with attendance sheet of the deployed manpower. The bills should be in the name of the concerned authority of the District /Institution.

The payment shall be made to the outsourcing agency in a time bound manner, as reimbursement after receipt of documentary proof of payment made to the DEOs

Any delay in payment to the agency shall not affect the payments to the outsourced workers. The outsourcing agency must have working capital of at least for three months which shall be factored as a condition for selection in the REP.

The agency shall make payments to the workers only in their Aadhaar linked Bank accounts online.

#### 4.5 Operational Parameter and Penalty Clauses

The successful bidder has to operate DEOs quality service as mentioned in the terms of reference. Penalties shall be imposed on the agency in case of any deviation found in discharging of services including unattended calls. The amount of penalties set as per norms would be the sole discretion of the district authority.

#### 4.6 Monitoring and Evaluation

(a) The Chief District Medical Officer & Health Officers will oversee the activity within their respective districts in the District Health Societies meetings on a monthly basis & the performance of the agency shall be evaluated.

#### 4.7 Termination /Suspension of Agreement

- (a) The District Authority may, by a notice in writing suspend the agreement if the selected agency fails to perform any of his obligations including carrying out the services, provided that such notice of suspension
- (i) Shall specify the nature of failure, and
  - (ii) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.
- (b) The District Authority 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 (a) to (b), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.
- (i) 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 have subsequently approve in writing.
  - (ii) If the service provider becomes insolvent or bankrupt.
  - (iii) If, as a result of force majeure, service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
  - (iv) If, in the judgment of the District Authority, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

#### 4.8 Modifications

Modifications in terms of reference including scope of the services can only be made by written consent of both parties. However, basic conditions of the agreement shall not be modified.

#### 4.9 Saving Clauses

In the absence of any specific provision in the agreement on any issue, the guidelines issued/to be issued by the District Authority shall be applicable.

#### 4.10 Force Majeure

- (a) 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

- (i) Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and
- (ii) Has informed the other party as soon as possible about the occurrence of such an event.

#### **4.11 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.

#### **4.12 Right to Accept and Reject any Proposal**

The District Authority reserves 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.

#### **4.13 Award of Contract and Agreement**

On evaluation of technical and financial parts of RFP and decision thereon, the selected bidder shall have to execute an agreement with the District Authority within 15 days from the date of acceptance of their bid is communicated to him. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit security deposit as per clause 4.4 (f) above.

#### **4.14 Commencement of Service**

The Operator shall commence the service within **15 days** from the date of signing of the Agreement. If the agency fails to commence the service as specified herein, the district authority may, unless it consents to the extension of time thereof, forfeit the Performance Security.

#### **4.15 Jurisdiction of Court**

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

## SECTION 5 - CRITERIA FOR EVALUATION

### 5.1 Evaluation of Technical Proposals

In the first stage, the Technical Proposal will be evaluated on the basis of bidder's fulfillment of **eligibility criteria**. Only those bidders whose Technical Proposals becomes responsive based on the eligibility criteria shall qualify for further detail technical evaluation for awards of marks based on the following Criteria :

Sl. No.	Evaluation Parameter	Total Mark	Criteria for award of Mark
A	<b>Turnover (last 3 financial years):</b> 1) Average annual turnover of the last three financial years	20	>50 Lakhs ≤ 60 Lakhs : 5 marks >60 Lakhs ≤ 70 Lakhs : 10 marks >70 Lakhs ≤ 80 Lakhs : 15 marks >80 Lakhs : 20 marks
B	<b>Experience: No. of years of Experience</b> No. of years of experience in similar business (Year of Establishment or Commencement of business)	10	> 3 yrs ≤ 5 yrs : 5 marks > 5 yrs : 10 marks
C	<b>Experience : No. of Projects Executed</b> No. of contracts awarded and successfully executed (Call Centre /BPO Services / Data Processing Services) in last three years with State Govt./ Central Govt./ Semi Govt./ Govt. owned Societies / Corporation )	20	> 2 nos ≤ 5 nos : 5 marks > 5 nos ≤ 10 nos : 12 marks > 10 nos : 20 marks
	<b>Total Score</b>	<b>50</b>	

Financial proposal shall be opened after the technical evaluation is completed and **only those bidders** who score **at least 30 marks or more** in technical evaluation shall qualify for **financial bid opening**. In the financial bid, the bidder with the **lowest price** shall be awarded the contract.

### 5.2 Evaluation of Financial Proposal

The **combined price** of operational expense for **one district** (as mentioned in the price format) shall be considered for price evaluation. However, in case two bidders quote the same lowest price, then the firm with the **highest mark** in the technical bid shall be awarded the contract. However, if two bidders quote the same lowest price and their technical mark also become equal, then in that case the bidder having the higher annual average turnover shall be awarded the contract.

## **RFP FORMATS**

### **Operation of the DEO at Health Institutions**

#### **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)*

1. EMD (DD of Rs. 50,000/-)	Yes/No	<input type="checkbox"/>
2. Form T1	Yes/No	<input type="checkbox"/>
3. Form T2	Yes/No	<input type="checkbox"/>
4. Copy of the company/Agency Registration certificate	Yes/No	<input type="checkbox"/>
5. Copy of the GST ,EPF,ESI registration certificate	Yes/No	<input type="checkbox"/>
6. Copy of PAN	Yes/No	<input type="checkbox"/>
7. Form T3	Yes/No	<input type="checkbox"/>
8. Photocopies of the audited P/L account of <b>each year highlighting the turnover</b> in support of that)	Yes/No	<input type="checkbox"/>
9. Form T4	Yes/No	<input type="checkbox"/>
10. Copies of Work Order/Contract certificates from the clients in support of similar works executed in support of the information provided in Form T4	Yes/No	<input type="checkbox"/>
11. Form T5	Yes/No	<input type="checkbox"/>
12. Form T6	Yes/No	<input type="checkbox"/>
13. Form T7	Yes/No	<input type="checkbox"/>
14. Form T8	Yes/No	<input type="checkbox"/>

**FORM – T1**

*(to be furnished in the technical proposal)*

**TECHNICAL TENDER SUBMISSION FORM**

**(On the letterhead of the agency)**

To

The Chief District Medical&PHO-cum-DMD,  
Cuttack-753001

Re. :RFP Reference no. \_\_\_\_\_ dated \_\_\_\_\_

Dear Sir,

We, the undersigned, offer to provide the services for the work: Providing DEOat 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: \_\_\_\_\_

(Company Seal)

**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 / Society /Trust)	
Name of the Chief Executive and authorized signatory	
Telephone Nos.: Landline Mobile	
Fax	
Email id	
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 & ESI Registration No.	(furnish copy of the EPF & ESI registration certificate of the Agency)
Income Tax No. (PAN)	(furnish copy of the PAN)
No. of branch offices in Odisha with location details	

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

Name and Title of Signatory: \_\_\_\_\_

(Company 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 Lakhs (Rs.)
1	2019-20	
2	2018-19	
3	2017-18	
<b>Average Annual Turnover in Lakhs (Rs.)</b>		

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No.-

**Note:**

- 1) To be issued in the **letter head** of the Chartered Accountant with membership No. (xerox copy not allowed)
- 2) Also attach photocopies of the audited P/L account of each year highlighting the turnover in support of that

**FORM T4***(to be furnished in the technical proposal)***PAST EXPERIENCE IN OPERATING SIMILAR CALL CENTER /BPO /DATA PROCESSING SERVICES DURING THE LAST THREE YEARS***(attach separate sheets if the space provided is not sufficient)*

Name of Assignment *	Name/address of the Organization for which similar Call center/BPO/ Data Processing Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Role of your agency

\* Note :Please furnish the **Work order /Contract copies** of the works executed in support of the information mentioned above.

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

Name and Title of Signatory: \_\_\_\_\_

(Company Seal)

FORM T5

(to be furnished in the technical proposal)

**Format for Power of Attorney for Signing of Proposal**  
(On a Stamp Paper of relevant value)

**Power of Attorney**

Know all persons by these presents, We.....(name and address of the registered office) do hereby constitute, appoint and authorize Mr / Ms.....(name and residential address) who is presently employed with us and holding the position of .....as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for providing DEOs at District health institutions including signing and submission of all documents and providing information / responses to the District Authority, representing us in all matters before District authority and generally dealing with District authority in all matters in connection with our bid for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this the \_\_\_\_\_ day of \_\_\_\_\_ 2021

For \_\_\_\_\_

(Name, Designation and Address)  
Accepted

\_\_\_\_\_  
(Name, Title and Address of the Attorney)  
Date : \_\_\_\_\_

*Note:*

- i. To be executed by the Chief of the Agency.
- ii. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- iii. In case an authorized Director of the agency signs the proposal, a certified copy of the appropriate resolution/ document conveying such authority may be enclosed in lieu of the Power of Attorney.

**FORM T6***(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, M/s. .... (the name of the agency with address of the registered office) hereby certify and confirm that we or any of our promoter(s) / director(s) are not barred by Department of Health & FW, Govt. of Odisha/ or any other entity of GoO or blacklisted by any state Government or central Government/ department / organization in India from participating in Project/s, either individually or as member of a Consortium as on the \_\_\_\_\_ (Date of Signing of proposal).

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

Dated this .....Day of ....., 2021

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

Name and Title of Signatory: \_\_\_\_\_

(Company Seal)

**FORM T7**

*(to be furnished in the technical proposal)*

**Anti Collusion Certificate**

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

Dated this \_\_\_\_\_ Day of \_\_\_\_\_, 2021

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

Name and Title of Signatory: \_\_\_\_\_

(Company Seal)

## **FORMATS**

### **DEO at District Health Institutions**

#### **FINANCIAL PROPOSAL**

**Check List (Financial Proposal)**

Please check whether the following Forms have been enclosed in the respective over, namely **Cover B: Financial Proposal**  
*(please arrange the documents serially in the following order)*

- |    |         |        |                          |
|----|---------|--------|--------------------------|
| 1. | Form F1 | Yes/No | <input type="checkbox"/> |
| 2. | Form F2 | Yes/No | <input type="checkbox"/> |

## FORM F1

## ACKNOWLEDGEMENT &amp; FINANCIAL PROPOSAL

To

The Chief District Medical & PHO-cum-DMD,  
Cuttack-753001

Re.: RFP Reference no. \_\_\_\_\_ dated \_\_\_\_\_

Sub: - Request for Proposal for "Providing of DEOat Health Institutions".

Sir,

1. Having carefully examined all the parts of the RFP documents and having obtained all the requisite information affecting this proposal and being aware of all conditions and difficulties likely to affect the execution of the agreement, I/We hereby propose to implement the project as described in the RFP document in conformity with the conditions of agreement, technical aspects and the sums indicated in this financial proposal.
2. I/We declare that we have read and understood and that we accept all clauses, conditions, and descriptions of the RFP document without any change, reservations and conditions.
3. If our proposal is accepted, we undertake to deposit the performance security deposit of Rs.1,50,000/- in a district at the time of execution of the formal agreement
4. I/We agree to abide by this proposal/bid for a period of 180 days from the date of its opening and also undertake not to withdraw and to make any modifications unless asked for by you and that the proposal may be accepted at any time before the expiry of the validity period.
5. Unless and until the formal agreement is signed, this offer together with your written acceptance thereof shall constitute a binding contract between me/us and the District Authority.
6. We submit the Schedule of Rate as appended herewith.

Encl: Schedule of Rate

Yours sincerely,

Authorized Signatory [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Agency: \_\_\_\_\_

Address: \_\_\_\_\_

(Company Seal)

**FORM F-2**  
(To be submitted with Financial Proposal)  
**OPERATIONAL EXPENSES**

Name of the District: **CUTTACK**

**A. Operational Expenses (exclusive of all taxes)**

SI No	Particulars	Category	Wages per Day	EPF	ESI	Service Charges	Total
			A	B	C	D	E=(A+B+C+D)
1	Manpower	DEO					

\*The wages per day must take into consideration, the minimum wages act for the staffs deployed. The Category of DEO must be of Skilled respectively. The bidder is required to quote the price of Service Charge in whole Rupees & no fraction of a rupee will be considered and quoting in fraction of a rupee will lead to summarily rejection of financial bid.

\*\*Note :

B. Taxes if any, on & above the price mentioned above (Pl. Specify with % figure):  
\_\_\_\_\_ (Taxes if any shall be paid as per the prevalent rate at the time of payment)

Authorized Signatory [*In full and initials*]: \_\_\_\_\_  
Name and Title of Signatory: \_\_\_\_\_

(Company Seal)

## ANNEXURE : AGREEMENT\*

**AGREEMENT**

(\*On a Stamp Paper of Rs.100/-)

1. An agreement made this.....day of 2021  
BETWEEN.....  
.....(hereinafter called "the approved service provider", which expression shall, where the context so admits, be deemed to include his heirs successors executors and administrators) of the one part AND the CDM&PHO-cum-DMD, Cuttack, Odisha (hereinafter called "the District Authority" which expression shall, where the context so admits be deemed to include his successors in office and assigns) of the other part.
2. Whereas the approved service provider has agreed with the District Authority to DEOs the Health Institutions in the manner set forth in the terms of the Request for Proposal (RFP) and Schedule of Rates.
3. And whereas the approved service provider has deposited a sum of Rs.....(Rupees.....) only in the form of ..... as security for performance of the project.
4. Now these present witnesses:
- (a) The approved service provider shall be paid at the rate as offered by them in the financial proposal towards monthly operation cost of the DEO as mentioned below:  
Wages of DEO per month: \_\_\_\_\_
- (b) In consideration of the payment to be made by the District Authority as above, the approved service provider will duly implement the project in the manner set forth in the terms of the RFP.
- (c) The terms & conditions and terms of reference of the RFP appended to this agreement will be deemed to be taken as integral part of this agreement and are binding on the parties executing this agreement.
- (d) Following documents / letters/correspondence undertaken between the parties shall also form part of this agreement :

District Authority	Approved Service Provider
(a) Request for proposal and any amendment there it, if any.	a) Proposal Submitted in response to RFP

## 5. Payment

(a) The District Authority does hereby agree that if the approved service provider shall duly implement the project in the manner aforesaid, observe and keep the said terms and conditions, the District Authority will pay or cause to be paid to the approved service provider at the time and in the manner set forth in the said terms.

(b) The mode of payment is as specified below:

The payment shall be paid by the Health institution on monthly basis upon submission of bill monthly based upon submission of bill with attendance sheet of the deployed manpower. The bills should be in the name of the concerned authority of the District /Institution.

The payment shall be made to the outsourcing agency in a time bound manner, as reimbursement after receipt of documentary proof of payment made to the DEOs

Any delay in payment to the agency shall not affect the payments to the outsourced workers. The outsourcing agency must have working capital of at least for three months which shall be factored as a condition for selection in the REP.

The agency shall make payments to the workers only in their Aadhaar linked Bank accounts online.

## 6. Operational Parameter and Penalty

The successful bidder has to provide the DEOs with quality service as mentioned in the terms of reference. Penalties shall be imposed on the agency in case of any deviation found in discharging of services including unattended calls. The amount of penalties set as per norms would be the sole discretion of the district authority.

## 7. Period of Engagement/Duration of Contract

The agency will be engaged initially for a period of 1 year subject to satisfactory performance, which may further be extended by the District Authority on mutual agreement.

## 8. Schedule of Implementation

The agency is required to provide DEOs with all personnel within 15 days of signing the contract.

**9. Termination /Suspension of Agreement**

(1) The District Authority may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension --

- (a) Shall specify the nature of failure, and
- (b) Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

(2) The District Authority 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 (a) to (d), may terminate the agreement after giving reasonable opportunity of being heard to the service provider.

- (a) 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 have subsequently approved in writing.
- (b) If the service provider becomes insolvent or bankrupt.
- (c) If, as a result of force majeure, service provider is unable to perform a material portion of the services for a period of not less than 60 days: or
- (d) If, in the judgment of the District Authority, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

**10.** All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided by the Committee as specified in RFP document.

In witness whereof the parties hereto have set their hands on the.....day of.....2021.

Signature of the  
Approved Service Provider

Signature of The  
CDM&PHO-cum-DMD, Cuttack

**Date:**

**Date:**

**1.Witness**

**1. Witness**

**2.Witness**

**2. Witness**

*SPL*  
Chief District Medical & PHO  
Cum-District Mission Director  
Cuttack