

OFFICE OF THE SUPERINTENDENT SUB-DIVISIONAL HOSPITAL,
NILGIRI, BALASORE
Phone no- 06782-233247, Mobile No-9439980855

No: - 837

Date:- 29/05/2018

**Tender call notice for Outsourcing of Security &
Cook-Cum-Attendant services at Sub-Divisional
Hospital, Nilgiri, Balasore**

RKS, SDH, Nilgiri invites sealed tender from Registered Firms /Agency /Contractors /NGOs for outsourcing of Security & Cook-Cum-Attendant activities at SDH Nilgiri, Balasore for the year 2018-19 & they must have 3 years' experience in the same activities. So as to reach the office of the Superintendent, SDH, Nilgiri latest by 25.06.2018 upto 5.00 PM through Regd./Speed Post only and it will be opened on 26.06.2018 at 10.00 AM in the presence of tenderers or their authorized representative. The opening process will not be postponed if the tenderers will not present on scheduled date & time. A pre-bid discussion will be held on 11.06.18 at 10.00 AM. Details are available in the tender paper which can be downloaded from www.baleswar.nic.in as well as in office & deposit the tender paper cost ₹ 2000/- for Security & ₹1000/- for Cook-Cum-Attendant in shape of DD in the name of **SDMO, Nilgiri** or attach in Technical Bid, which is non-refundable.

Authority reserves every right to reject all or any of the tender without assigning any reason thereof.

Sd/-
(DR. A.K.Samal)
Superintendent, Sub-Divisional Hospital, Nilgiri, Balasore

A. K. Samal
29/5/18
Superintendent
Sub-Divisional Hospital
Nilgiri, Balasore

Request for Proposal

For Outsourcing of Security Service Agency

Issued By: Superintendent, Sub-Divisional Hospital, Nilgiri, Balasore



DEPARTMENT OF HEALTH AND FAMILY WELFARE

GOVERNMENT OF ODISHA

RFP Reference No. 837 / Dated: 29/05/2018

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1. Notice inviting proposal

1.1 Proposals are invited by the Rogi Kalyana Samiti of SDH, Nilgiri, Balasore from eligible Bidders (Firm / Agency/NGO/Regd. Organisation) interested to provide **Out-Sourcing of Security Service** to Sub-Divisional Hospital, Nilgiri, Balasore on out-sourcing basis vide a service contract with specific terms and conditions. The contract shall be initially for a period of one year which may be renewed for another year the mutual consent of both the parties.

1.2 Interested Bidders can obtain the RFP document containing detailed terms and conditions, scope and eligibility criteria from the office of SDMO, Nilgiri, Balasore or can download the same from the website www.baleswar.nic.in however The cost of the RFP document ₹ 2000/- shall be submitted at the time of purchase of Document in the form of DD in favour of SDMO, Nilgiri payable at SBI, Nilgiri, Balasore or attach the same DD of ₹ 2000/- with Technical bid in case of download from the website. And it is non-refundable.

1.3 The proposals (both technical and financial) by eligible bidders shall reach the office of the under signed within due date and time (i.e 25.06.2018) in the prescribed format and manner. Proposals shall be received only through registered post/ speed post or courier service.

1.4 Key Information:

Sl. No.	Particulars	Information
1.	Start Date for sale or availability of RFP document in the office of SDMO, Nilgiri, Balasore & website www.baleswar.nic.in	29/05/2018
2.	Cost of RFP document - demand draft receipt in favour of <SDMO, Nilgiri, Payable at SBI, Nilgiri, Balasore.>	Rs. 2,000.00
3.	Last date and time for receipt of proposal through Speed post or Registered post only. The authority shall not responsible for any postal delay	25/06/2018 upto 5.00 pm
5.	Opening of Technical Bid	26/06/2018 at 10.30 AM
6.	Opening of Financial Bid	Intimated to technical qualified bidder only after evaluation of Technical Bid.
7.	Pre-Bid Discussion	11/06/2018 at 11.00 AM
8.	EMD in form of demand draft receipt in favour of <SDMO, Nilgiri, Payable at SBI, Nilgiri, Balasore.>	Rs. 20000/-
9.	Address for submission of RFP	Sub-Divisional Hospital, Nilgiri, Balasore

Note: In case of any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

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Superintendent
Sub-Divisional Hospital-Cum-
Member Secretary, RKS, Nilgiri, Balasore

2. Terms of Reference (TOR)

2.1 Eligibility Criteria

The interested Bidders shall have to comply to the following criteria to participate in the tendering process -

- a) Minimum three years of experience in similar activity (Providing Security Services) as on the date of submission of the proposal. (Self-Attested copies of the Service Contract/ Work Order to this effect are to be enclosed as supporting evidences along with the technical proposal).
- b) Must have executed similar work for at least Rs.7.0 Lakh approx. (equal to the estimated cost) during the last 3 Financial Years i.e. 2014-15, 2015-16 & 2016-17. (Self-Attested copies of Completion/ Performance Certificates from the Employers as a proof of successful completion of the Contract are to be enclosed as supporting evidences)
- c) Valid registration under ESI, EPF, Income Tax, Labour Law, GST and other relevant Act/ Rules.
- d) Employed not less than 11 approx. field level staff (1.5 times of the required manpower in this bidding process) i.e. Staff directly engaged at the client location for rendering security services (non-administrative) to render similar services at clients' locations. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)
- e) Minimum Annual Turnover of ₹ 10.0 Lakh (approx.) or more during each of the last 3 Financial Years i.e., 2014-15 to 2016-17. The bidder is required to furnish a turnover certificate duly attested by a chartered Accountant to this effect with year wise break-up. In addition they have to furnish the audited Balance Sheet, P&L Account statement of the last three financial years duly signed by a Chartered accountant along with IT Return copies of the last three financial years
- f) All the document must be valid on the opening of tender or thereafter as Mentioned below.
 - a) Status of the Company/Firm/Agency/NGO/Others
 - b) Copy of labour registration certificate.
 - c) Copy of PAN.
 - d) Copy GST registration certificate.
 - e) Annual return with IT Return of last three year i.e from 2014-15 to 2016-17

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2.2 Scope of work

The following Personnel shall be provided by the Agency -

Sl. No.	Category	No.	Qualification Experience
1	Security Guard	6	Age Limit : Minimum 21years & Maximum 45 years as on 31.3.2018 Educational Qualification : Minimum 10th Standard (Pass) Working Hour : 8 Hours (Male Security Guard- 4 & Female Security Guard-2 required)
2	Security Supervisor (He is also perform a security guard duty)	1	Age Limit : Minimum 30years & Maximum 50 years as on 31.3.2018 Educational Qualification : Minimum +2 pass Experience : Minimum 3 years in security/ defense service Working Hour : 8 Hours

The minimum physical requirements are:

- **Height:** Male- 170cm, Female- 155cm
- **Weight :** Proportionate to height and age as per medical standards
- **Chest:** Normal 81 cm - Expanded 85 cm, no requirement of chest for female candidates
- **Eye Sight:** Minimum distant vision should 6/6 and 6/9 of 2 eyes without correction i.e. without wearing of glasses.

Note: CV of each Security Guard & Security Supervisor proposed along with the following

documents are to be submitted by the Agencies -

- Educational Certificate
- Security Training Certificate, if any
- Aadhar Card/ Voter Card
- Previous work experience

The scope of work is as follows —

- To keep a watch over persons/ vehicles visiting the premises of the Sub-Divisional Hospital Nilgiri.
- To control entry and exit of people.
- To guard all the properties of the hospital.
- To monitor and authorize entrance and departure of visitors and other persons to guard against theft and maintain security of premises.
- To ensure that unauthorized vehicles are not parked in the earmarked area for staff and all vehicles are parked in an orderly manner outside the premises.
- To patrol the premises to prevent and detect signs of intrusion and ensure security of doors, windows and gates.
- To answer alarms and investigate disturbances.

- h) To support investigation of damage, accidents and incidents to determine causes circumstances, affected parties and prepare reports.
- i) To report to the Authority any irregularity such as equipment or property damage, theft, presence of unauthorized persons or unusual occurrences.
- j). To answer telephone calls to take messages, answer questions and provide information during non-business hours.
- k) To warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary.
- l) To prevent passage of prohibited articles into restricted areas.
- m) To perform other related tasks as & when required.

2.3 Responsibilities of the Service Provider

Following are the responsibilities of the Agency (Service Provider) —

- a) The Agency has to provide the uniforms, badges, shoes, batons and Photo Identity Cards to the security persons deployed by them for carrying out the work. The deployed security personnel must wear the uniform dresses with shoes, batons, badges and carry the Photo identity cards while performing duty.
- b) The Agency shall ensure proper conduct of the deployed security personnel in office premises and enforce prohibition of consumption of alcoholic drinks, betel, smoking, loitering without work.
- c) Working hours would be normally **8 hours per day** during working days. The security personnel are to be deployed in shift basis **on all working days & holidays**.
- d) The person deployed by agency can't be work continued in 2 shift in a single day.
- e) In case, the person deployed remains absent on a particular day or comes late / leaves early on three occasions, proportionate deduction from the remuneration for one day will be made. In such case, the Agency has to provide a substitute.
- f) The Agency shall be responsible for contributions towards Provident Fund, Employees State Insurance, etc., wherever applicable.
- g) The personnel deployed should be polite, cordial and efficient while on duty and their actions should promote goodwill and uphold the image of RKS, SDH Nilgiri.

The Agency shall be responsible for any act of indiscipline on the part of the persons deployed.

2.4 Responsibilities of the Hospital Administration/ Authority:

The responsibilities of the Hospital Administration/ Authority shall include:

- a) Provide space for safe storage and issue of consumables, uniforms, maintenance record and place of sitting for supervisor (deputed by the contractor).
- b) Develop logbook, control sheet, checklist for documentation, regular monitoring and quality assurance.

2.5 EMD and Performance Security

- a) The applicant shall submit along with the Technical Proposal, the cost of RFP Document for Rs.2,000/- (Rupees Two Thousand) only in the form of Demand Draft in favour of SDMO, Nilgiri payable at Nilgiri and EMD rounded of Rs. 20000/- (Rupees Twenty thousand) (2-3% of the estimated cost) only in form of Demand Draft Receipt.
- b) The EMD of the unsuccessful bidders shall be returned within one month of the selection of the Agency. In case of the successful bidder, the EMD shall be adjusted towards Performance security and shall be returned within 60 days of successful completion of the contract period.
- c) Performance Security shall be 5% of annual contract value. The successful bidder shall deposit the balance amount (after adjustment of EMD) towards performance security in the form of Demand Draft (DD) in favour of ROGI KALYAN SAMITI, payable at Nilgiri within 21 days of notification of award or execution of contract, whichever is earlier.

2.6 Payment & Price Validity

- a) The Agency shall be paid on monthly basis as per the contracted rate. The price shall be all-inclusive including the cost of manpower, consumables, equipment and management.
- b) While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, etc. for the previous month as mentioned below.
- 1) A copy of the EPF Challan provided to the employees of the previous month from 2nd month onwards.
 - 2) Photocopy of attendance sheet of labourer duly countersigned by Jr. Hospital Manager.
 - 3) Photocopy of signed acquaintance register ensuring minimum wages paid to the employees as per Minimum Wages Act, Govt. of Orissa.
 - 4) Photocopy of monthly/quarterly GST deposit challan, if any.
 - 5) Payment to the agency will be made for maximum 26 working days /man power in each month and the agency will quote price for 30 days as the service required for whole year.
- c) The Price quoted by the Agency (as per Annexure 2) shall remain unchanged during the contract period.
- d) GST, if any, shall be paid at the applicable rate.

2.7 Period of Engagement

- a) The engagement shall be for a period of one year from the date of actual operation (beginning of service) or signing of contract whichever is later.
- b) The contract may be extended for a maximum of another twelve months in existing terms and conditions with mutual consent of both the parties.
- c) The agency shall sign the contract in ₹30/- stamp paper and start providing services (actual engagement of personnel) within 21 days of issue of Letter of Award/ Intimation.

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2.8 Termination /Suspension of Agreement

- a) The contract can be terminated at any time prior to its completion by either Party with 30 days of notice period.
- b) The Sub-Divisional Hospital Nilgiri 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:
- (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.
- c) The Sub-Divisional Hospital Nilgiri 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 (i) to (iv) below, 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 Management (Sub-Divisional Hospital Nilgiri) have subsequently approved in writing.
 - (ii) If the service provider becomes insolvent or bankrupt.
 - (iii) If, as a result of force majeure, the service provider is unable perform a material portion of the services in a period of not less than 60 days : or
 - (iv) If, in the judgment of the Management of Sub-Divisional Hospital Nilgiri, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

2.9 Detail of Office Premises

- a) Total indoor floor area including office rooms, common area, conference hall, reception/waiting area, store, restroom, toilet, , etc. is **20,000 sq.ft** (approximately).
- b) Interested bidders may visit the hospital premises to assess the outdoor workload including internal road, lawn, parking area, rest shed, etc., on any working day before the last date of proposal submission.

3. Instructions to Bidders

3.1 Submission of the Proposal

- a) The proposal shall be submitted in a sealed envelope with clear inscription as "PROPOSAL FOR OUTSOURCING OF SECURITY SERVICE, RFP REFERENCE NO " on top of it before due date and time.
- The Proposal shall be in two parts i.e. Cover-A and Cover-B. "Cover-A" shall contain the Technical Proposal and "Cover-B" shall contain the Financial Proposal.
- Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as "TECHNICAL/ FINANCIAL PROPOSAL; RFP REFERENCE NO " on top of respective covers and both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in Clause (a) above.
- d) Checklist with detail of the documents enclosed in **Cover "A"** with **page number**. The documents should be **serially arranged** and should be securely tied and bound.

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- e) The address for submission of the proposal is, The Superintendent, Sub-Divisional Hospital, Nilgiri, Balasore-756040.

3.2 Contents of the Proposal

- a) The technical proposal in addition to proof of eligibility shall contain:
- 1) All the information, documents and clarifications as required under **Annexure 1, 1(a) & ToR.**
 - 2) EMD ₹20000/- (in form of DD) and RFP Document Cost ₹2000/- (in form of DD).
 - 3) Copy of the RFP Document signed on every page by the duly authorized Signatory. Tender should type written without any overwriting in case of any correction overwriting in the tender the same tender should is variable attested by full signature of the tenderer with date before submission of the tender If found without signature will be rejected.
3. Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted to RKS, Sub-divisional Hospital, Nilgiri, Balasore, for this Tender.
- b) The Financial Proposal shall be submitted in the format given in **Annexure 2.**

3.3 Evaluation and Selection

- a) The Technical bid will be evaluated on the basis of Bidder's fulfillment of eligibility criteria.
- b) The technical bid shall be evaluated and marking shall be awarded based on the following parameters/Criteria.

Sl. No.	Evaluation Parameters	Total Marks	Criteria for award of mark
A	Constitution of the Applicant	5	1.Register Company= 5 marks 2.Other Than Register Company= 3 Marks
B	Years of Business Experience till date: (To be calculated from date of incorporation/Registration)	10	1.Between 3 to 5 Years = 5Marks 2.Above 5 Years = 7 Marks 3.Above 10 Years = 10 Marks
C	No. of Field Staff Employed: (EPF returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)	10	1.Between 5 to 15 Nos = 5Marks 2.Above 15 Nos = 7 Marks 3.Above 25 Nos = 10 Marks
D	Experience: No of Project Executed: (Provided Cleaning services including Manual Cleaning to State Govt. /Central Govt. /Semi Govt/Govt Owned Societies/Corporate Hospital/PSU Hospital Client) during the last Three Financial Year (2014-15 to 2016-17) (Self Attested copies of Agreements/ work orders are to be furnished along with the technical proposal)	15	1.Between 1 to 5 Nos = 10 Marks 2.Above 5 Nos = 12 Marks 3.Above 10 Nos = 15 Marks
E	Average Annual Turnover (last three years annual audit report i.e. 2014-15 to 2016-17: (Must submit the IT return copies along with total income computation for last 3 years)	10	1. Between ₹10 to ₹30 Lacs= 4 Marks 2. Above ₹ 30Lacs = 7 marks 3. Above ₹ 60 lacs = 10 Marks
Total Score		50	

- c) The proposal shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- d) Those applicants who shall qualify in the technical evaluation shall be eligible for participation in Financial Proposal Opening.
- e) The qualifying score in technical evaluation for the financial opening is 30 out of total score of 50.
- f) For financial evaluation, Price excluding Tax shall be taken into consideration.
- g) Financial Bids shall be opened in the presence of the technically qualified bidders' representatives, who choose to attend in person at the address given below —

< Sub-Divisional Hospital, Nilgiri, at the chamber of SDMO, Nilgiri >

Date of Opening of Financial Bids shall be communicated to the technically qualified bidders.

3.4 Award of Contract

- a) Contract shall be awarded to the Firm whose proposal will be determined to be substantially responsive and who has offered the lowest evaluated bid price.
- b) In case two or more technically qualified Firms quote the same lowest price, the Firm with the higher mark in the technical bid shall be awarded the contract.
- c) In case two or more technically qualified Firms having same technical scores quote the same lowest price, the Firm having the highest average turnover in last 3 Financial Years i.e. 2014-15, 2015-16 & 2016-17 among the lowest bidders shall be awarded the contract.
- d) Any effort by a Firm to influence the employer in its decision on bid evaluation or placement of Work Order may result in rejection of the Firm's offer.
- e) Any legal dispute arising out of this is subject to Balasore jurisdiction only.

4. SPECIAL CONDITIONS OF CONTRACT:

- a) The deployed Staff must be skilled and competent with requisite physical fitness.
- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency & punctuality.
- c) The Personnel deployed by the Agency should not have any Police records/criminal cases against them.
- d) Sub-Divisional Hospital, Nilgiri, may advise the Agency to disengage any of its staff from service, with 24 hours prior intimation, in case the management of Sub-Divisional Hospital, found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- f) In case of any damage/ pilferage caused to the property of Sub-Divisional Hospital Nilgiri, due to mishandling, carelessness of the Agency or its personnel then the same shall be recovered from the Agency adjusting the amount against their monthly bill.

- g) The persons deployed shall, during the course of their work, may have access to classified documents, which they are not supposed to divulge to third parties. Any breach of this condition shall make the Agency as well as the person deployed shall be liable for penal action under the applicable laws besides, action for breach of contract.
- h) The Management shall provide suitable space to the Agency for storage of uniforms, badges, consumables, etc. required for the services and safe custody of all such materials will be Agency's sole responsibility.
- i) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the Sub-Divisional Hospital Nilgiri, shall not be liable for any payment on account of compensation.
- j) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to Sub-Divisional Hospital Nilgiri, or any other statutory authority.
- k) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to Sub-Divisional Hospital Nilgiri, with the concerned tax collection authorities, from time to time, as per the applicable rules and regulations. The Agency shall have the responsibility to furnish documentary evidence in support of the statutory compliance to Sub-Divisional Hospital Nilgiri, as and when sought for.
- l) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax Act and Sub-Divisional Hospital Nilgiri, shall provide TDS certificate to the Agency.
- m) The Agency shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, PF, etc. Sub-Divisional Hospital Nilgiri, shall have no liability in this regard. Any revisions or amendments made to these laws/Acts by the State/Central Government will be automatically applicable for compliance by the Principal Employer and the Service Provider without any separate sanction for the same.
- n) The Sub-Divisional Hospital Nilgiri, shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including PF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise.
- o) And in no circumstances, the Sub-Divisional Hospital Nilgiri, shall be made a party to it in case of any dispute arising out of such non-compliance.
- p) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the Sub-Divisional Hospital Nilgiri proportionate to the extent of default/ non-compliance.
- q) Sub-Divisional Hospital Nilgiri, shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.
- r) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of Sub-Divisional Hospital Nilgiri, during the currency or after expiry of the Contract.

- s) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in Sub Divisional Hospital Nilgiri.
- t) The persons deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services with office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/ Rules.
- u) The transportation, food, medical and other statutory requirements in respect of each personnel deployed shall be the responsibility of the Agency, not of Sub-Divisional Hospital Nilgiri.
- v) The Agency shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.

5. Penalty Clauses

In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, the Employer reserves the right to impose the penalty as detailed below:

- a). 2% of cost of order/agreement per week, up to 2 weeks delay.
- b) After 2 weeks delay, the Employer reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from other contractor(s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the difference amount, if any, will be recovered from the contractor.
- c). The security deposited by the contractor shall be forfeited.
- 2) For any breach of contract, SDMO or duly constituted committee by CDMO shall be entitled to impose a penalty to the extent of Rs. 1,000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.
- 3) If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below. (but these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).
- a). If the personnel working are not found in proper uniform and not carrying their photo identity card.
- b). If the personnel found indulging in smoking/drinking/sleeping during duty hours.
- c). If the behavior of personnel(s) found is discourteous to anyone in the hospital including staff or patients.

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- d). If any person is found performing duty by submitting a fake name and address.
- e). If any person is found on duty other than those mentioned in the approved list provided by the Agency to the SDH Nilgiri authorities.
- f). In the case of any loss/theft of Institute's property or stains on the floor/ wall, the committee will consider the circumstances and if the responsibility is fixed on the Agency, the Institute will make good the losses by deducting the cost of loss from the security deposit/or next month's bill in one or more installments.
- g). If required number of manpower is not deployed by the Agency, then proportionate amount will be deducted during payment.
4. In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred to the Sub-Collector Nilgiri/ Collector and his decision will be the final decision and both the party will be abide by it.

Approved
29/5/18

Superintendent
Sub Divisional Hospital,
Nilgiri

ANNEXURE – 1: Profile of the applicant - Security

(To be furnished along with the Technical Proposal Cover "A")

Sl. No.	Particulars	Details
1.	Name and Address of the Bidder	
2.	Constitution and date of Incorporation/ Registration (Certificate of Incorporation/ Registration to be enclosed)	(NGO/ Partnership Firm / Company / Others) Date.....
3.	Name, Designation, contact No. and address of the contact person/ Local Representative	
4.	Financial position and operational results for last three financial years (2014-15, 2015-16 & 2016-17)	Audited statements of Accounts to be attached (Self attested photo copies)
5.	Number of field level staff engaged at the client locations to render security service (refer Eligibility Clause 2.1d)	1. Supervisory Staff (Field) 2. Service & Support Staff To be supported by latest PF/ESI return filed with the respective Authorities.
6.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years <i>Separate list to be furnished for Govt./Semi-Govt./Public Sector and Private Sector Clients.</i>	1. Name of Client 2. Date of Contract 3. Duration of Engagement 4. Contract Value 5. Contract Status (Completed / Ongoing)
7.	a. ESI No- b. PAN no c. P.F Registration No.	 (also Furnish Photocopy of each)
8.	GST NO.	 (also furnish Photocopy of GST Registration Certificate)
9.	Money Receipt Details (Tender Paper Purchase Details) (If Document purchase from office) /DD Details of ₹ 2000/-	Book No. :- Money Receipt Sl.No:- DD No & Date :-
10.	Whether all documents submitted signed by the authorized signatory of the firm/agency/NGO/Others (Yes/ No)	

Handwritten signature and date: 29/5/15

11.	Registration / Empanelment details with different authorities	1. Authority(s): 2. Date of Registration
12.	Plan for execution	1. Manpower Planning 2. Monitoring 3. Quality Assurance
13.	Any other details the applicant would like to furnish (Example: Awards & Accreditations)	

Note:

- i) Information to be furnished in separate sheet wherever necessary.
- ii) In case of documents they shall be self-attested photo copies.

Date:

Place:

Authorized Signatory with Stamp

[Handwritten signature]
29/5/18

Annexure -1 (a): Standard format of Technical Proposal -Security

Name & Address of the Bidder:-		
Sl. No.	Criteria	Particulars
1.	Constitution of the Applicant: A) Registered Company B) Society / Partnership Firm / others	
2.	Years of Business Experience ; a) Between 3 to 5 years b) Above 5 Years c) Above 10 years	
3.	No. of Field Staff Employed: a) Between 5 to 15 Nos b) Above 15 nos c) Above 25 nos (Employed not less than 11 Field level staff (1.5 times of the required manpower in this engaged at the client's locations (either single location or multiple locations) for rendering Security services (non-administrative)]. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)	
4.	Market Presence/ Clientele (Provided Security services to State Govt. /Central Govt. /Semi Govt/Govt Owned Societies/Corporate Hospital/PSU Hospital Client):	

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	<p>a) 1 to 5 nos. b) Above 5 nos. c) More than 10 nos.</p> <p>Provided similar services (Security Service in Health Facilities) during the last 3 F.Y.s i.e 2014-15, 2015-16, 2016-17 (Self Attested copies of Agreements/ work orders are to be furnished along with the technical proposal).</p>	
5.	<p>Average Annual Turnover (last three years i.e: 2014-15 to 2016-17:</p> <p>a) Between ₹ 10 lacs to ₹ 30 lacs b) Above ₹ 30 Lacs c) Above ₹ 60 Lacs</p>	

Date:

Place:

Authorized Signatory with Stamp

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AENNEXURE-2: FINANCIAL PROFILE -Security

Name and Address of the Bidder:

Price Details:

Sl. No.	Particulars	No.	Rate per Month (Rs.)	Monthly Cost (Rs.)	Annual Cost (Rs.)
		(A)	(B)	(C=AXB)	(D=CX12)
A1.	Manpower Cost				
1.	Security Guard (For 30 days)	6			
2.	Security Supervisor (26 days)	1			
	Sub-Total of A1 =(1+2)				
A2.	Other Costs, if any (Pl. Specify)				
1.	Uniform & Identity Card *				
2.					
	Sub- Total of A2= (1+2)				
	Total of A=(A1+A2)				
B.	OVERHEAD / PROFIT MARGIN				
	Overhead/Profit as % of Cost on A				
	Total of B				
C.	PRICE EXCLUDING TAX (A+B)				
D.	TAX				
1.	PF (Rate____%)				
2.	ESI (Rate____%)				
3.	GST (Rate____%)				
	Total of D= (1+2+3)				
E.	PRICE INCLUDING TAX (C+D)				

Total Price Excluding Tax: Rs. (in words)Only

Note:

- i) Please mention the % of GST as applicable and on which charges, it is applicable.
- ii) EPF should be quoted as per Govt. approved rate as applicable and on which charges, must mention.

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- iii) Overhead / Profit Margin must mention % on which charges & should not be blank or in paisa.
- iv) *Uniform & Identity card cost can't be blank or self-contribution.
- v) The Total rate quoted by the tenderer should be inclusive of all statutory / taxation liabilities in force at the time of entering into the contract, In any circumstance Firm's/Agency's/NGO's /Others etc. contribution can't be accepted.
- vi) Service required for 30 days in a month but per man duty not more than 26 days so the agency will engage extra man for extra duty.
- vii) If there is a discrepancy between the unit price and line items total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected.
- viii) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and total shall be corrected.
- ix) If the firm that submitted the lowest-evaluated proposal does not accept the correction of errors, its proposal shall be rejected.

Date:

Place:

A. Anand
29/5/18

Authorized Signatory with Stamp

**SUB-DIVISIONAL
HOSPITAL, NILGIRI**



**GUIDELINES FOR OUT-
SOURCING OF COOK-
CUM-ATTENDANT AT
NRC, SDH,
NILGIRI, BALASORE
FOR THE F.Y. 2018-19**

RFP Reference No.....

837

/ Dated:

29/05/2018

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1. Notice inviting proposal

1.1 Proposals are invited by the Rogi Kalyana Samiti of SDH, Nilgiri, Balasore from eligible Bidders (Firm / Agency/NGO/Regd. Organisation) interested to provide **Out-Sourcing of Cook-Cum-Attendant** to Sub-Divisional Hospital, Nilgiri, Balasore on out-sourcing basis vide a service contract with specific terms and conditions. The contract shall be initially for a period of one year which may be renewed for another year the mutual consent of both the parties.

1.2 Interested Bidders can obtain the RFP document containing detailed terms and conditions, scope and eligibility criteria from the office of SDMO, Nilgiri, Balasore or can download the same from the website www.baleswar.nic.in however The cost of the RFP document ₹ 1000/- shall be submitted at the time of purchase of Document in the form of DD in favour of SDMO, Nilgiri payable at SBI, Nilgiri, Balasore or attach the same DD of ₹ 1000/- with Technical bid in case of download from the website. And it is non-refundable.

1.3 The proposals (both technical and financial) by eligible bidders shall reach the office of the under signed within due date and time (i.e 25.06.2018 & time 5 PM) in the prescribed format and manner. Proposals shall be received only through registered post/ speed post or courier service.

1.4 Key Information:

Sl. No.	Particulars	Information
1.	Start Date for sale or availability of RFP document in the office of SDMO, Nilgiri, Balasore & website www.baleswar.nic.in	29/05/2018
3.	Cost of RFP document- demand draft receipt in favour of <SDMO, Nilgiri, Payable at SBI, Nilgiri, Balasore.>	₹ 1,000.00
4.	Last date and time for receipt of proposal through Speed Post or Register post only. The authority shall not responsible for any postal delay	25/06/2018 upto 5.00 pm
5.	Opening of Technical bid	26/06/2018 at 11.00 AM
6.	Opening of Financial Bid	Intimated to technical qualified bidder only after evaluation of Technical Bid.
7.	Pre-Bid Discussion	11/06/2018 at 11.00 AM
8.	EMD in form of demand draft receipt in favour of <SDMO, Nilgiri, Payable at SBI, Nilgiri, Balasore.>	₹ 9000/-
9.	Address for submission of RFP	Sub-Divisional Hospital, Nilgiri, Balasore

Note: In case of any change/s in the date/s of the subsequent activities will be informed through suitable media to all concerned.

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Superintendent
Sub-Divisional medical officer-Cum-
Member Secretary, RKS, Nilgiri, Balasore

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2. Terms of Reference (TOR)

2.1 Eligibility Criteria

The interested Bidders shall have to comply with the following criteria to participate in the tendering process –

- a) Minimum three years of experience in similar activity (Providing Cook Services in Health Facilities) as on the date of submission of the proposal. (Self-Attested copies of the Service Contract/ Work Order to this effect are to be enclosed as supporting evidences along with the technical proposal).
- b) Must have executed similar work for at least ₹ 5.0 Lakh (approx.) (equal to the, estimated cost) during the last 3 Financial Years i.e. 2014-15, 2015-16 & 2016-17. (Self-Attested copies of Completion/ Performance Certificates from the Employers as a proof of successful completion of the Contract are to be enclosed as supporting evidences)
- c) Valid registration under ESI, EPF, Income Tax, Labour Law, GST and other relevant Act/ Rules.
- d) Employed not less than 7 nos.(approx) field level staff (1.5 times of the required manpower in this bidding process) i.e. Staff directly engaged at the client location for rendering Cook-Cum Attendant services (non-administrative) to render similar services at clients' locations. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)
- e) Minimum Annual Turnover of ₹ 5.0 Lakh (approx.) or more during each of the last 3 Financial Years i.e. 2014-15 to 2016-17. The bidder is required to furnish a turnover certificate duly attested by a chartered Accountant to this effect with year wise break-up. In addition they have to furnish the audited Balance Sheet, P&L Account statement of the last three financial years duly signed by a Chartered accountant along with IT Return copies of the last three financial years.
- f) All the document must be valid on the opening of tender or thereafter as Mentioned below.
 - i. Status of the Company/Firm/Agency/NGO/Others
 - ii. Copy of labour registration certificate.
 - iii. Copy of PAN.
 - iv. Copy GST registration certificate.
 - v. Annual return with IT Return of last three year i.e from 2014-15 to 2016-17

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2.2 Scope of Work

The following Personnel shall be provided by the Agency —

Sl. No.	Category	No.	Qualification Experience
2	Cook-Cum-Attendant		The Candidate must be a Female Age Limit: Minimum 18 years & Maximum 45 years as on 31.03.2018 Educational Qualification: Minimum 7 th Standard (Pass) Experience: Minimum 2 years in similar work

Note: CV of each Helper & Supervisor proposed along with the following documents are to be submitted by the Agencies –

- Educational Certificates
- Previous work experience
- Aadhar Card/Voter card
- Attested photographs

The scope of work is as follows —

1. Prepare therapeutic diet (F 75 & F 100) for children as prescribed by the Medical Officer under the supervision of the Nutrition Counselor.
2. Involve mothers & care givers of admitted children in preparation of food
3. Purchase food items locally under the supervision of the Nutrition Counsellor.
4. Clean the utensils, Kitchen & the equipment used in kitchen for the preparation of food.
5. Responsible for managing the cleaning duties & the provision of detergents, hand soaps, chlorine etc.
6. Floors should be cleaned every day with soap & water.
7. Toilets should be disinfected with 0.5% active chlorine solution
8. Performing other related tasks as & when required.

2.3 Responsibilities of the Service Provider

Following are the responsibilities of the Agency (Service Provider) —

- a) All the personnel engaged by the Agency to provide the services in the hospital have to be in proper uniform during duty hour.

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- b) All the personnel shall bear photo identity cards during the duty hour. (The Photo Identity Card shall be duly verified and countersigned by the designated Official of the hospital)
- c) All the rules and regulations relating to labour laws including accident, workmen compensation and insurance, ESI, PF, etc. are to be complied.
- d) All the employees will have to be covered under insurance against any personal accident and RKS SDH, Nilgiri will not be liable for payment of any compensation on that account.
- e) All the assets and property of the hospital are to be safeguarded.
- f) All standard safety norms are to be followed during execution of work by the Agency to avoid accidents causing damages to personnel, machines, buildings, etc.

2.4 EMD and Performance Security

- a) The applicant shall submit along with the Technical Proposal, the cost of RFP Document for Rs.1,000/- (Rupees One Thousand) only in the form of Demand Draft in favour of SDMO Nilgiri, payable at Nilgiri. and EMD rounded of Rs.9,000/ (Rupees Nine thousand) (2-3% of estimated cost) only in form of Demand Draft.
- b) The EMD of the unsuccessful bidders shall be returned within one month of the selection of the Agency. In case of the successful bidder, the EMD shall be adjusted towards Performance security and shall be returned within 60 days of successful completion of the contract period.
- c) Performance Security shall be 5% of annual contract value. The successful bidder shall deposit the balance amount (after adjustment of EMD) towards performance security in the form of Demand Draft (DD) in favour of SDMO Nilgiri, payable at Nilgiri within 21 days of notification of award or execution of contract whichever is earlier.

2.5 Payment & Price Validity

- a) The Agency shall be paid on monthly basis as per the contracted rate. The price shall be all-inclusive including the cost of manpower, consumables, equipment and management.
- b) While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, etc. for the previous month as mentioned below.
 - 1) A copy of the EPF & ESI Challan provided to the employees of the previous month from 2nd month onwards.
 - 2) Attendance sheet duly certified by the authorized person of NRC, SDH Nilgiri or office concerned in respect of the persons deployed.
 - 3) Photocopy of signed acquaintance register ensuring minimum wages paid to the employees as per Minimum Wages Act, Govt. of Orissa.
 - 4) Photocopy of monthly/quarterly GST deposit challan, if any.

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- c) Payment to the agency will be made for maximum 26 working days /man power in each month.
- d) The price as quoted by the Agency (as per **Annexure 5**) shall remain unchanged during the contract period.
- e) GST, if any, shall be paid at the applicable rate.

2.6 Period of Engagement

- a) The engagement shall be for a period of one year from the date of actual operation (beginning of service) or signing of contract whichever is later.
- b) The contract may be extended for a maximum of another twelve months in existing terms and conditions with mutual consent of both the parties.
- c) The agency shall sign the contract in ₹ 30/- stamp paper and start providing services (actual engagement of personnel) within 21 days of issue of Letter of Award/ Intimation.

2.7 Termination /Suspension of Agreement

- a) The contract can be terminated at any time prior to its completion by either Party with 30 days of notice period.
- b) The Sub-Divisional Hospital Nilgiri, 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:
 - (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.
- c) The Sub-Divisional Hospital Nilgiri after giving 21 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (i) to (iv) below, 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 Management (Sub-Divisional Hospital Nilgiri) have subsequently approved in writing.
 - (ii) If the service provider becomes insolvent or bankrupt.
 - (iii) If, as a result of force majeure, the service provider is unable to perform a material portion of the services in a period of not less than 60 days: or

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- iv) If, in the judgment of the Management of Sub-Divisional Hospital Nilgiri, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

3. Instructions to Bidders

3.1 Submission of the Proposal

- a) The proposal shall be submitted in a sealed envelope with clear inscription as "PROPOSAL FOR OUTSOURCING OF COOK-CUM ATTENDANT SERVICE, RFP REFERENCE NO " on top of it before due date and time.
- b) The Proposal shall be in two parts i.e. Cover-A and Cover-B. "Cover-A" shall contain the Technical Proposal and "Cover-B" shall contain the Financial Proposal.
- c) Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as "TECHNICAL/ FINANCIAL PROPOSAL; RFP REFERENCE NO " on top of respective covers and both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in Clause (a) above.
- d) Checklist with detail of the documents enclosed in **Cover "A"** with **page number**. The documents should be **serially arranged** and should be securely tied and bound.
- e) The address for submission of the proposal is, The Superintendent, Sub-Divisional Hospital, Nilgiri, Balasore-756040.

3.2 Contents of the Proposal

- a) The technical proposal in addition to proof of eligibility shall contain:
1. All the information, documents and clarifications as required under **Annexure 1, 1(a) & ToR**.
 2. EMD ₹ 9000/- (in form of DD) and RFP Document Cost ₹ 1000/- (in form of DD).
 3. Copy of the RFP Document signed on every page by the duly authorized Signatory. Tender should type written without any overwriting in case of any correction overwriting in the tender the same tender should is variable attested by full signature of the tenderer with date before submission of the tender If found without signature will be rejected.
 4. Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted to RKS, Sub-divisional Hospital Nilgiri for this Tender.
- b).The Financial Proposal shall be submitted in the format given in **Annexure 2**.

3.3 Evaluation and Selection

Evaluation of Technical Proposal

1. The Technical bid will be evaluated on the basis of Bidder's fulfillment of eligibility criteria.

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2. The technical bid shall be evaluated and marking shall be awarded based on the following parameters/Criteria.

Sl. No.	Evaluation Parameters	Total Marks	Criteria for award of mark
A	Constitution of the Applicant	5	1.Register Company= 5 marks 2.Other Than Register Company= 3 Marks
B	Years of Business Experience till date: (To be calculated from date of incorporation/Registration)	10	1.Between 3 to 5 Years = 5Marks 2.Above 5 Years = 7 Marks 3.Above 10 Years = 10 Marks
C	No. of Field Staff Employed: (EPF returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)	10	1.Between 5 to 15 Nos = 5Marks 2.Above 15 Nos = 7 Marks 3.Above 25 Nos = 10 Marks
D	Experience: No of Project Executed: (Provided Cook-Cum-Attendants including Attendant to State Govt. /Central Govt. /Semi Govt/Govt Owned Societies/Corporate Hospital/PSU Hospital Client) during the last Three Financial Year (2014-15 to 2016-17) (Self Attested copies of Agreements/ work orders are to be furnished along with the technical proposal)	15	1.Between 1 to 5 Nos = 10 Marks 2.Above 5 Nos = 12 Marks 3.Above 10 Nos = 15 Marks
E	Average Annual Turnover (last three years annual audit report i.e. 2014-15 to 2016-17):(Must submit the IT return copies along with total income computation for last 3 years)	10	1. Between ₹10 to ₹20 Lacs = 4 Marks 2. Above ₹ 20Lacs = 7 marks 3. Above ₹ 40 lacs = 10 Marks
Total Score		50	

- The proposal shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- Those applicants who shall qualify in the technical evaluation shall be eligible for participation in Financial Proposal Opening.
- The qualifying score in technical evaluation for the financial opening is 30 out of total score of 50.
- For financial evaluation, Price excluding Tax shall be taken into consideration.
- Financial Bids shall be opened in the presence of the technically qualified bidders' representatives, who choose to attend in person at the address given below —

<Sub-Divisional Hospital, Nilgiri, at the chamber of SDMO, Nilgiri>

Date of Opening of Financial Bids shall be communicated to the technically qualified bidders.

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3.4 Award of Contract

- a) Contract shall be awarded to the Firm whose proposal will be determined to be substantially responsive and who has offered the lowest evaluated bid price.
- b) In case two or more technically qualified Firms quote the same lowest price, the Firm with the higher mark in the technical bid shall be awarded the contract.
- c) In case two or more technically qualified Firms having same technical scores quote the same lowest price, the Firm having the highest average turnover in last 3 Financial Years i.e. 2014-15, 2015-16 & 2016-17 among the lowest bidders shall be awarded the contract.
- d) Any effort by a Firm to influence the employer in its decision on bid evaluation or placement of work order may result in rejection of the Firm's offer.
- e) Any legal dispute arising out of this is subject to Balasore jurisdiction only.

4. SPECIAL CONDITIONS OF CONTRACT:

- a) The deployed Staff must be skilled and competent with requisite physical fitness.
- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency & punctuality.
- c) The Personnel deployed by the Agency should not have any Police records/criminal cases against them.
- d) Sub-divisional Hospital Nilgiri may advise the Agency to disengage any of its staff from service, with 24 hours prior intimation, in case the management of Sub-Divisional Hospital Nilgiri found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
- f) In case of any damage/ pilferage caused to the property of Sub-divisional Hospital Nilgiri due to mishandling, carelessness of the Agency or its personnel then the same shall be recovered from the Agency adjusting the amount against their monthly bill.
- g) The persons deployed shall, during the course of their work, may have access to classified documents, which they are not supposed to divulge to third parties. Any breach of this condition shall make the Agency as well as the person deployed shall be liable for penal action under the applicable laws besides, action for breach of contract.
- h) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the Sub-Divisional Hospital Nilgiri shall not be liable for any payment on account of compensation.

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- i) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to Sub-Divisional Hospital Nilgiri or any other statutory authority.
- j) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to Sub-Divisional Hospital Nilgiri with the concerned tax collection authorities, from time to time, as per the applicable rules and regulations. The Agency shall have the responsibility to furnish documentary evidence insupport of the statutory compliance to Sub-Divisional Hospital Nilgiri, as and when sought for.
- l) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax Act and Sub-Divisional Hospital Nilgiri shall provide TDS certificate to the Agency.
- m) The Agency shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, PF, etc. Sub-Divisional Hospital Nilgiri shall have no liability in this regard. Any revisions or amendments made to these laws/Acts by the State/Central Government will be automatically applicable for compliance by the Principal Employer and the Service Provider without any separate sanction for the same.
- n) The Sub-Divisional Hospital Nilgiri shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including PF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. or otherwise. And in no circumstances, the Sub-Divisional Hospital Nilgiri shall be made a party to it in case of any dispute arising out of such non-compliance.
- o) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the Sub-Divisional Hospital Nilgiri proportionate to the extent of default/non-compliance.
- p) Sub-Divisional Hospital Nilgiri shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.
- q) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of Sub-Divisional Hospital Nilgiri during the currency or after expiry of the Contract.
- r) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in Sub-Divisional Hospital Nilgiri.

A. Manoj
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- s) The persons deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services with Office under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/ Rules.
- t) The transportation, food, medical and other statutory requirements in respect of each personnel deployed shall be the responsibility of the Agency, not of Sub-Divisional Hospital Nilgiri.
- u) The Agency shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.

5. Penalty Clauses

1. In case the contractor fails to commence/execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, the Employer reserves the right to impose the penalty as detailed below:
 - a. 2% of cost of order/agreement per week, up to 2 weeks delay.
 - b. After 2 weeks delay, the Employer reserves the right to cancel the contract and withhold the agreement and get this job to be carried out from other contractor(s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the difference amount, if any, will be recovered from the contractor.
 - c. The security deposited by the contractor shall be forfeited.
- 2) For any breach of contract, SDMO or duly constituted committee by CDMO shall be entitled to impose a penalty to the extent of Rs. 1,000/- only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Committee.
- 3) If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the agency. Some of the instances in which penalty would be imposed are enumerated below. (but these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).
 - a) If the personnel working are not found in proper uniform and not carrying their photo identity card.
 - b) If the personnel found indulging in smoking/drinking/sleeping during duty hours.
 - c) If the behavior of personnel (s) found is discourteous to anyone in the hospital including staff or patients.
 - d) If any person is found performing duty by submitting a fake name and address.

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- e) If any person is found on duty other than those mentioned in the approved list provided by the Agency to the Sub-Divisional Hospital Nilgiri.
- f) In the case of any loss/theft of Institute's property or stains on the floor/ wall, the committee will consider the circumstances and if the responsibility is fixed on the Agency, the Institute will make good the losses by deducting the cost of loss from the security deposit/or next month's bill in one or more installments.
- g) If required number of manpower is not deployed by the Agency, then proportionate amount will be deducted during payment.
- 4) In the event of any dispute arising out in connection with the interpretation of any clause in the terms and condition of the contract, agreement, or otherwise the matter shall be referred to the Collector and his decision will be the final decision and both the party will be abide by it.

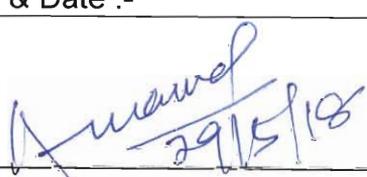
**Superintendent
Sub Divisional Hospital,
Nilgiri**

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ANNEXURE – 1: Profile of the applicant – Cook-Cum-Attendant

(To be furnished along with the Technical Proposal Cover “A”)

Sl. No.	Particulars	Details
1.	Name and Address of the Bidder	
2.	Constitution and date of Incorporation/ Registration (Certificate of Incorporation/ Registration to be enclosed)	(NGO/ Partnership Firm / Company / Others) Date.....
3.	Name, Designation, contact No. and address of the contact person/ Local Representative	
4.	Financial position and operational results for last three financial years (2014-15, 2015-16 & 2016-17)	Audited statements of Accounts to be attached (Self attested photo copies)
5.	Number of field level staff engaged at the client locations to render Cook service (refer Eligibility Clause 2.1d)	1. Supervisory Staff (Field) 2. Service & Support Staff To be supported by latest PF/ESI return filed with the respective Authorities.
6.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years <i>Separate list to be furnished for Govt./Semi-Govt./Public Sector and Private Sector Clients.</i>	1. Name of Client 2. Date of Contract 3. Duration of Engagement 4. Contract Value 5. Contract Status (Completed / Ongoing)
7.	a. ESI No- b. PAN no c. P.F Registration No.	(also Furnish Photocopy of each)
8.	GST NO.	(also furnish Photocopy of GST Registration Certificate)
9.	Money Receipt Details (Tender Paper Purchase Details) (If Document purchase from office) /DD Details of ₹ 1000/-	Book No. :- Money Receipt Sl.No:- DD No & Date :-
10.	Whether all documents submitted signed by the authorized signatory of the firm/agency/NGO/Others (Yes/ No)	

11	Registration / Empanelment details with different authorities	1. Authority(s): 2. Date of Registration
12.	Plan for execution	1. Manpower Planning 2. Monitoring 3. Quality Assurance
13.	Any other details the applicant would like to furnish (Example: Awards & Accreditations)	

Note:

- i) Information to be furnished in separate sheet wherever necessary.
- ii) In case of documents they shall be self-attested photo copies.

Date:

Place:

Authorized Signatory with Stamp

A. Anand
29/5/18

Annexure -1 (a): Standard format of Technical Proposal –COOK-Cum-Attendant

Name & Address of the Bidder:-		
Sl. No.	Criteria	Particulars
1.	<p>Constitution of the Applicant:</p> <p>A) Registered Company</p> <p>B) Society / Partnership Firm / others</p>	
2.	<p>Years of Business Experience ;</p> <p>a) Between 3 to 5 years</p> <p>b) Above 5 Years</p> <p>c) Above 10 years</p>	
3.	<p>No. of Field Staff Employed:</p> <p>a) Between 5 to 15 Nos</p> <p>b) Above 15 nos</p> <p>c) Above 25 nos</p> <p>(Employed not less than 11 Field level staff (1.5 times of the required manpower in this engaged at the client's locations (either single location or multiple locations) for rendering Cook-Cum-Attendant services (non-administrative)]. (EPF and ESI returns to be furnished as supporting evidence in any of the three preceding months from the month when the proposal was submitted)</p>	
4.	<p>Market Presence/ Clientele (Provided Cook-Cum-Attendant services to State Govt. /Central Govt. /Semi Govt/Govt Owned Societies/Corporate Hospital/PSU Hospital Client):</p>	<p><i>Approved</i> <i>29/5/18</i></p>

	<p>a) 1 to 5 nos. b) Above 5 nos. c) More than 10 nos.</p> <p>Provided similar services (Cook-Cum-Attendant Service in Health Facilities) during the last 3 F.Y.s i.e 2014-15, 2015-16, 2016-17 (Self Attested copies of Agreements/ work orders are to be furnished along with the technical proposal).</p>	
5.	<p>Average Annual Turnover (last three years i.e. 2014-15 to 2016-17:</p> <p>a) Between ₹ 10 lacs to ₹ 30 lacs b) Above ₹ 30 Lacs c) Above ₹ 60 Lacs</p>	

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AENNEXURE-2: FINANCIAL PROFILE –Cook-Cum-Attendant

Name and Address of the Bidder:

Price Details:

Sl. No.	Particulars	No.	Rate per Month (Rs.)	Monthly Cost (Rs.)	Annual Cost (Rs.)
		(A)	(B)	(C=AXB)	(D=CX12)
A1.	Manpower Cost				
1.	Semi Skill Labour for 26 days	3			
2.	Semi Skill Labour for 12 days (For off day management)	1			
	Sub-Total of A1 =(1+2)				
A2.	Other Costs, if any (Pl. Specify)				
1.	Uniform & Identity Card *				
2.					
	Sub- Total of A2= (1+2)				
	Total of A=(A1+A2)				
B.	OVERHEAD / PROFIT MARGIN				
	Overhead/Profit as % of Cost on A				
	Total of B				
C.	PRICE EXCLUDING TAX (A+B)				
D.	TAX				
1.	PF (Rate _____ %)				
2.	ESI (Rate _____ %)				
3.	GST (Rate _____ %)				
	Total of D= (1+2+3)				
E.	PRICE INCLUDING TAX (C+D)				

Total Price Excluding Tax: Rs. (in words
.....)Only

Note:

- Please mention the % of GST as applicable and on which charges, it is applicable.
- EPF should be quoted as per Govt. approved rate as applicable and on which charges, must mention.

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A. nandani
29/5/18

- iii) Overhead / Profit Margin must mention % on which charges & should not be blank or in paisa.
- iv) *Uniform & Identity card cost can't be blank or self-contribution.
- v) The Total rate quoted by the tenderer should be inclusive of all statutory / taxation liabilities in force at the time of entering into the contract. In any circumstance Firm's/Agency's/NGO's /Others etc. contribution can't be accepted.
- vi) If there is a discrepancy between the unit price and line items total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected.
- vii) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and total shall be corrected.
- viii) If the firm that submitted the lowest evaluated proposal does not accept the correction of errors, its proposal shall be rejected.

Date:

Place:

Authorized Signatory with Stamp

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29/5/18

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