



O/O CHIEF DISTRICT MEDICAL & PUBLIC HEALTH OFFICER  
DISTRICT PROGRAMME MANAGEMENT UNIT  
NATIONAL HEALTH MISSION  
BALASORE

e-mail- [dpmubal@gmail.com](mailto:dpmubal@gmail.com)

**LT. NO - 588 Tender Call Notice**



10.01.22

Sealed tenders are invited from Agencies/SHGs for setting up and operation of **Help Desk** at SDH and DHH level. Interested bidders may send their complete bid in double cover system (Technical & Financial). Bidders are advised to visit the district website [www.baleswar.nic.in](http://www.baleswar.nic.in) for eligibility criteria and mode of operation of Help Desk & other detailed tender requirements. Last date of receipt of Tender Paper is 27/01/2022 latest by 5.30 PM only through Speed post/Regd. Post only and the bids so received will be opened on 28.01.2022 at 03.30 pm. in the official chamber of the CDM&PHO, Balasore. The bidders are advised to keep in touch with the district website for addendum or corrigendum if any till the last date. No publication in the newspaper will be made for the same. Incomplete and late receipt bids will be summarily rejected. The undersigned reserves the right to cancel all or any of the bids without assigning any reason thereof.

-Sd-

CDM & PHO cum District Mission Director  
NHM Balasore

## NOTICE INVITING PROPOSAL

Tender No.

Dated: 10<sup>th</sup> January 2022

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE AGENCIES FOR SELECTION OF THE MOST SUITABLE AGENCY TO OPERATE HELP DESK AT SDH/DHH of Balasore District.

|   |  |   |
|---|--|---|
| 1 | Period of Availability of RFP Document                       | From 11 <sup>th</sup> January 2022 to 27 <sup>th</sup> January 2022<br>(Downloadable from dist website: <a href="http://www.baleswar.nic.in">www.baleswar.nic.in</a> )  |
| 2 | Last date for submission of Proposal                         | <b>Date: 27<sup>th</sup> January 2022, Time: 05.30PM</b><br><b>Address: Office of the CDM&amp;PHO,At/Po/Dist –Balasore,PIN-756001,</b><br><i>NB : Proposals should be submitted through Speed post / Registered post</i>  |
| 3 | Date, time and place of opening of Proposal and presentation | <b>a) Technical Proposal (Part A) opening : 28<sup>th</sup> January 2022 at 3.30 PM at Office of the CDM&amp;PHO,Balasore.</b><br><b>b) Financial Proposal (Part B):</b><br><i>The date of opening of financial proposals will be intimated by the CDM&amp;PHO,Balsore to the agency found successful in the technical proposal evaluation.</i><br><br><b>(Bidders / authorized representative may remain present at the time of opening of proposal)</b> |

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## INSTRUCTIONS TO BIDDERS

### Scope of Proposal

- (a) The selection of the Agency shall be on the basis of an evaluation by the tender committee of the CDM&PHO, Balasore, 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's decision is without any right of appeal whatsoever;
- (b) 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 & Public Health Officer, Balasore.

### Eligibility Criteria

The bidder should fulfill the following Eligibility Criteria:

1. Should be registered in India as a Company, Firm, Society or a Trust.
2. SHGs are eligible to apply having requisite eligibility criteria as per the Communication received from Govt of Odisha vide No:30953 dtd 18.11.2021. Local SHGs may be given preference for management of Help Desk.
3. Consortium is not allowed
4. Should not be blacklisted by any Government entity in India within the last three years.
5. Should have an average Annual Turnover of **Rs. 20 Lakhs or more** during the last three Financial years
6. Should have successfully implemented at least one project in the areas of call centre / Helpdesk operation / BPO Services / Data Processing Services in last three years in Odisha.


### Submission and Signing of Proposal

Interested eligible bidders may submit their bid(s) to the CDM&PHO, Balasore. The bidders interested to submit their bids may submit the same with EMD & Tender processing fee & documents as set forth in this RFP.

### 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.

The Proposal shall be typed or written legibly in indelible ink and shall be signed the authorized representative of the bidder.

  
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### **Packing, Sealing and Marking of Proposal**

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 "Operation of Help desk at DHH & SDH of Balasore District".
- **Cover-B** - Financial Proposal for "Operation of Help desk at DHH & SDH of Balasore District".

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The two envelopes i.e. **Cover-A, Cover-B** must be packed in a separate sealed outer cover and clearly **super scribed** with the following:

- Proposal for "Operation of Help desk at DHH & SDH of Balasore" with RFP No:
- The bidder's Name & address shall be mentioned in the left hand corner of the outer envelope.

The inner and outer envelopes shall be **addressed to the Chief District Medical & Public Health Officer-At/Po : Balasore, Dist: Balasore ,Pin-756001.**

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

### **Content of the Proposal**

#### **Cover A (Technical Proposal)**

The bidders are requested to submit a detailed technical proposal with respect to the setting up a help desk at district health institutions during the proposed contract period in conformity with the Terms of Reference forming part of this RFP.

1. EMD of Rs.10,000/- & Tender Processing fee of Rs.500/- in the shape of a Demand Draft in favor of ZSS-Non-NRHM, Balasore
2. Form T1
3. Form T2
4. Photocopy of the Registration Certificate of the Agency
5. Photocopy of PAN
6. Form T3 (Certificate from the Chartered Accountant)
7. Form T4 - Relevant Experience Details towards successful implementation of similar call centre/helpdesk assignment /BPO Services/similar IT & Data Processing project during the last three years.
8. Photocopies of work orders executed in support of the information furnished in Form T4
9. Power of Attorney to be signed by the Bidder for authorizing his representative to sign the bid-Form T5

  
14/01/22

10. Form T6 - Affidavit Certifying that Entity/Promoter/Directors/Partner(s) of Entity are not blacklisted.
11. Form T7 - Letter of Declaration (Anti Collusion Certificate) mentioning that the bidder will not collude with the other bidders.
12. A copy of the RFP document sealed and signed in all pages by the applicant.
13. Any other details, the bidder like to include in the proposal.

#### I. 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.

## TERMS OF REFERENCE

### Background

Hospitals are critical places at the best of times and more so for disadvantaged groups due to lack of awareness and sometimes for presence of un-scrupulous elements. So the Govt. of Odisha has planned to set up "Help Desk" at all major hospitals in the State which shall look after the special needs of these disadvantaged groups and provides individual attention and personalized services. It will also empower the public with information and guidance for exercising their rights & duties. **All services rendered by the Help Desk will be given free of Cost to the public.**

#### 1. Objectives of Help Desk

- To facilitate patients and their relatives in getting due services & entitlements.
- To provide escort/attendant support to orphan patients/patients admitted without family support.
- To create awareness amongst patients about their rights and responsibilities during their stay at the hospital
- To conduct exit interviews randomly from about 30 clients (OPD/IPD) per month to assess the patient's satisfaction. This will be compiled, analyzed and submitted to the respective Medical Authorities for needful corrective action.
- To support in management of local grievance redresser especially by periodic collection and recording of grievances and disseminating it to appropriate authority (The details of roles & responsibility of help desk in grievance redressal is mentioned at Clause 6 )
- To manage IEC/Demonstration corners at Hospitals under the supervision of Hospital Authorities.
- To coordinate with 102/108 services for smooth admission at appropriate wing.

  
11/01/22

- To register and facilitate provisioning of desired services to the referral cases especially BSKY/OSTF etc.
  - To facilitate patients & their attendants to avail all services / entitlements provided under different Govt. Schemes such as JSSK, JSY, Niramaya, RBSK ,Free Diagnostic Services etc.
  - Focused Group Discussion to build confidence amongst the poor to access services at Public hospitals.
  - To reduce long waiting time for consultation & treatment.
  - Any other task pertaining to public health services that may be assigned by the Mission
2. **Working Schedule:** It will offer seamless, end-to-end facilitation services and 24x7 assistance round the year.

### 3. Infrastructure for Help Desk

#### District Authority's Responsibilities:

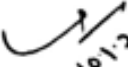
##### Establishment of Help Desk

- **Establishment of "May I help you Desk":** The Help desk shall be established at strategic location near the OPD for easy accessibility of patients in need.
- **Furniture/Fixtures for May I help you Desk:** The following furniture would be provided at Help Desk for its smooth operation
  - Help desk cubicle with chair and arrangement to keep a computer.
  - Telephone/ Help Line
  - Computer/ Desktop with Printer
  - Cupboard for storage
  - IEC Corner: An audio visual Aid (Electronic) with health related messages will be supplied to the help desk corner and it would be the responsibility of the agency to ensure its effective use during hospital hours.
  - Suggestion Box for fixing at strategic locations
  - Hospital maps & other sinages
- **Contingency Cost :** The following contingency costs shall be provided by the authority for operation of the help desk
  - Cost of Computer Papers & Cartridges for report generation
  - Telephone & Internet Charges
  - AMC of Computer & Peripherals

#### Agency's Responsibilities:

##### Operation of Help Desk

- **Provide HR for the Help Desk:** The Help desk will have the following 2 categories of the staff
  - Help Desk Manager

  
10/1/22

- Volunteers (As per level of Facility)

| Sl. No. | Level of facility | Proposed HR       |            |                      |
|---------|-------------------|-------------------|------------|----------------------|
|         |                   | Help Desk Manager | Volunteers |                      |
|         |                   |                   | Total      | Lady Volunteer (Min) |
| 1       | SDH               | 01                | 6          | 2                    |
| 2       | DHH               | 01                | 10         | 3                    |

- **Management Statutory Compliance of the deployed staff:** the Agency is responsible for the compliance of the statutory requirement under any law in respect of any asset and operation. The agency shall be held responsible in case of any penalty, loss or other legal consequences arising out of non-compliance.

- **Compliance of Minimum Wages Act and other statutory requirements**

The agency shall comply with all the provisions of **Minimum Wages Act** and other applicable labour laws for the type of manpower deployed. The category of manpower is as mentioned below:

- ✓ Help Desk Manager : Skilled
- ✓ Help Desk Volunteers : Semi Skilled

- **Operation of Help Desk:** The selected Agency shall operate the help desk on 24X7 modes with the proposed HR in 3 shifts as mentioned below

| Level of Institution | General Shift      | 1 <sup>st</sup> Shift | 2 <sup>nd</sup> Shift | 3 <sup>rd</sup> Shift |
|----------------------|--------------------|-----------------------|-----------------------|-----------------------|
| DHH                  | HelpDesk Manager : | Volunteers :          | Volunteers :          | Volunteers :          |
| SDH                  | HelpDesk Manager : | Volunteers :          | Volunteers :          | Volunteers :          |

- **Provide Uniform** to the deployed staffs : Help Desk Managers & Volunteers

- **Others:**

- (i) Shall not accept for his own benefit any commission, discount or similar payments in connection with the activities pursuant to discharge of his obligations under the agreement and shall use its best efforts to ensure that his personnel and agents, either of them shall not

16/12/22

receive any such additional remuneration.

(ii) Recruit, train and position qualified and suitable personnel (as per the required qualification of staffs) for operation of the help desk. The staff so engaged/recruited/appointed by the agency shall be exclusively on the pay rolls of the bidder and shall under **no circumstances this staff will ever have any claim, whatsoever for appointment with the District Authority /Govt. of Odisha**. The agency shall be fully responsible for adhering to provisions of various laws applicable on them including **Labour laws**. In case the agency fails to comply with the provisions applicable laws and thereby any financial or other liability arises on the District Authority/Government by Court orders or otherwise, the agency shall be fully responsible to compensate/indemnify to the District Authority for such liabilities. For realization of such damages, the District Authority may even resort to the provisions of Odisha Public Demand Recovery Act 1962 or other laws as applicable on the occurrence of such situations.

(iii) Strict adherence to the stipulated time scheduled for various activities.

#### **ToR of Help Desk Staff**

##### **• Job Descriptions of Help Desk Manager**

- Manage and supervise the day today functioning of Help desk as per mandate.
- Assigning duties to the volunteers for smooth management of help desk.
- Analyze feedback received through exit interviews, complaints/ suggestion.
- Prepare and submit a daily feedback report to the Hospital Authorities.
- To document good practices and prepare report as required.
- Register the grievances informed by 104 Call Center and facilitate for redressal of the same.
- Upload necessary information in Grievance Redressed Web Portal

In case of successful bidder, the selection of Help Desk manager would be done by the district authority. For that, the selected agency has to submit the list of eligible candidates as per qualification criteria along with bio-dates.

##### **• Job Description of Help Desk Volunteers**

- Operate the "May I Help You" Help Desk
- Assist public to get desired information.
- Manage IEC corner
- Periodically collect complaints & suggestions from drop box & record in desired register.
- Conduct exit interviews of the patients & attendants
- Assist Patients & their attendants as per need.
- Conduct periodic focused group discussions with attendants on selected topics on free entitlements, their rights & duties etc.

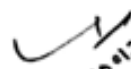
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- Work as attendant for Orphans attending hospital for treatment.
- Ensure maintenance of cleanliness in the hospital through sensitization of patients & their attendants.
- Support in management of cases at OPD.
- Mobilize patients to avail benefits under different insurance schemes
- Provide daily feedback to the Manager.
- **Essential Qualification and experience of the key persons**
  - Help Desk Manager – Must be a **graduate with computer literacy** and having 3 years of post qualification experience and must have good communication skill in Odia and local language (Category : Skilled Manpower)
  - Help Desk Volunteer – Must be a **10<sup>th</sup> Pass** and have good communication skill in Odia and local language (Category : Semi-skilled Manpower)

#### **Role & Responsibility of Help Desk in Grievance Redressal (GR)**

Most of the grievances/complaints are generated at facility level during the process of service delivery. Immediate and timely resolution of these grievances/complaints at the facility level will help in improving the quality of services delivered and better compliance of patients. Following are the role & responsibility of the help desk in Grievance Redressal :

- Receive the complaints either orally or in writing from the patients or from the complaint/suggestion box
- Register and facilitate to resolve all the grievances reported
- Ensure immediate assistance for complaints related to denial of services or entitlements by referring these complaints to the nodal officer
- Refer unresolved cases to appropriate authority, track them for timely redressal and make available these details to the complainant
- Register all the grievances in the GR web portal
- Resolve real time grievances immediately at the facility level.
- Inform the complainant about the status of grievance reported- whether resolved or unresolved and if resolved, details of relief provided by appropriate mechanism.
- Overall responsibility to maintain the conducive environment in the facility by proactively resolving the real time grievances and pointing infrastructural and patients' amenities related gaps to the respective Medical Authorities for improving the services.
- Be caring and empathetic to complainant

  
16/12/22

The **Grievance Redressal System** is expected to contribute in the following ways:

- Helps in improving the overall image of the health facility by addressing to the complaints in a timely basis.
- The complainants and people seeking care will be assured that there is accountability in place at the facility
- Helps to ensure that patients will be treated with care, respect, empathy and compassion.
- Will improve the promptness of providing treatment.
- Ensures the availability of Essential Drugs and Diagnostics which will encourage patients to approach the facility with more assurance that they will get their ailments treated.
- Patients will be assured that they will receive benefits and entitlements of JSY, JSSK in a timely manner.
- Patients will be assured that they will not be subjected to unnecessary diagnostic tests or exorbitant procedures.
- Will refer such matters to higher authorities, which needs their attention or intervention.
- Ensures that the Out of Pocket expenditures are brought down significantly.

**Expected Output Parameters:**

| Sl. No   | Parameters  | Deliverables   |
|--|---|--|
| <b>A. Process Indicators ( Assessment to be done on quarterly basis)</b> |   |  |
| 1  | Exit Interviews for Patient satisfaction study  | 30 sample interviews / PM conducted & report submitted to Hospital Manager   |
| 2  | Grievance Redressal   | <b>Activity Performed</b> <ul style="list-style-type: none"> <li>• Registration of grievances received</li> <li>• Intimation to appropriate authority</li> <li>• Redressal of Grievances wherever possible.</li> </ul> |
| 3  | Focused Group Discussion on "Swachata" with attendants at rest shed/any other suitable places | Min. 30 sessions PM organized  |
| 4  | Beneficiary coverage under different insurance schemes  | Ward round on daily basis & maintained record for the same for mobilization of eligible cases for necessary processing to Receive benefit under different scheme.  |
| 5  | Facilitation of Referral cases for availing treatment/management services                     | All referred cases registered & supported as required  |

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|  |   |  |
|--|---|--|
| 6  | Functional IEC corner                   | Maintained as per guidelines   |
| 7  | Escort services for orphans & destitute | Extended necessary support to all such cases admitted at Hospital as per the direction of ADMO(Med)/ Mo I/c. |
| <b>B. Outcome indicators (Additional performance indicators required during renewal of Contract along with above given process indicators)</b> |   |  |
| 1  | Waiting time at OPD                     | Found to be in reducing trend / as per standard  |
| 2  | Cleanliness status                      | Found to be satisfactory   |

**Overall Management & Performance:** The overall management of Help Desk lies with DMO cum MS, DHH, Balasore)/Medical Superintendent of SDH 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.

**Implementation Modality:** The scheme will run under Partnership model. The agency shall provide necessary HR for management of help desk & other support viz. space, established Kiosk etc. shall be provided by the district authority.

#### **Linkage with Grievance Redressal Web Portal & existing 104 Call Centre:**

##### **Web Portal:**

A common grievance redressal portal will be designed to maintain the grievances registered, recorded and resolved for the public health services. This web portal will be designed at national level by the contracted technical agency specialized for the same. This portal will be used by all the states for registering grievances including Odisha. The access permission for using the portal will be given to Help Desk Manager.

Grievances requiring consideration and intervention of higher authorities will be put on the GR web portal immediately by Help Desk Manager and concerned official will also receive the SMS about the registered grievance/s.

Authorities at appropriate level (State/ Division/ District/ Block/ Facility) or their nodal officers will see the web portal daily and will be responsible for resolving the grievances within stipulated time.

##### **104 Call Center:**

Grievances registered with 104 Call Center related to any of such facility where Help Desk is established will be shared for facilitation of grievance redressal by the help desk manager at the earliest.

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**Period of Contract:** The contract would be **initially** for **1 year** which will be **extended** for another **2 years** based on performance as per set deliverables.

**Performance Review Mechanism**

It will be done on a **quarterly basis** by the committee headed by CDMO cum District Mission Director with the following Members & Managers as members:

- DMO Cum MS,DHH/ Medical Superintendent of SDH where help desk is established
- District Program Manager.
- Hospital Manager / Jr. Hospital Manager
- District Accounts Manager.

**TERMS & CONDITIONS**

**Period of Engagement/Duration of Contract**

- (a) The agency selected for the setting up help desk 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 1 year, which may further be extended for two years on a yearly basis by the Authority, subject to satisfactory performance and mutual agreement.

**Schedule of Implementation**

The agency is required start the help desk operation within 15 days of signing the contract.

**Earnest Money Deposit (EMD) ,Tender Processing Fee and performance Security Deposit**

- (a) The bidder along with the proposal, shall furnish Earnest Money Deposit (EMD) amounting to **Rs. 10,000/-** & Tender processing fee of **Rs.500/-** in the form of Banker's cheques/ Demand Draft in favor of the ZSS-Non- NRHM Account, Balasore payable at *Balasore*.
- (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 two months 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.

  
16/12/22

- (e) The successful bidder shall have to furnish a **Performance Security Deposit of Rs. 30,000/- per call center in a district**. 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 a condition 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.

### **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:

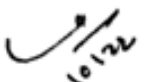
The Operational Expenses shall be paid on a **monthly basis** upon submission of bill with attendance chat of the deployed manpower. The bills should be in the name of the concerned authority of the establishment. The telephone bill shall be reimbursed as per actual in respect of calls made for referral service.

### **Operational Parameter and Penalty Clauses**

The successful bidder has to operate the help desk 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.

### **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.
- (b) The services and records of the help desk shall be subject to inspection by the designated officer(s) of the District.

  
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### **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.

### **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.

### **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.

### **Force Majeure**

- (a) Help desk Services as being emergency response services, the Operator shall not be allowed to suspend or discontinue the help desk Services during occurrences of emergencies or Force Majeure Events. Provided, in such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with because of any damage caused to help desk services or any of the Project Facilities or non

10/12/22

availability of staff, or inability to Provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events or circumstances then no penalties applicable for the relevant default in Performance Standards would be applied to such particular defaults. Provided further, unless the Force Majeure event is of such nature that it completely prevents the operation of services, a suspension of or failure to provide help desk Services on the occurrence of a Force Majeure event will be an Event of Default and the District authority may terminate this Agreement without any termination payment being made in respect thereof.

- (b) 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.

#### **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.

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

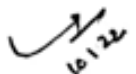
The District Authority reserves the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

#### **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.

#### **Commencement of Service**

The Operator shall commence the service within **15 days** from the date of signing of the

  
16/1/22

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.

#### Jurisdiction of Court

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

### CRITERIA FOR EVALUATION

#### 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                  | Turnover (last 3 financial years):<br>1) Average annual turnover of the last three financial years   | 20         | > 20 Lakhs ≤ 30 Lakhs : 5 marks<br>> 30 Lakhs ≤ 40 Lakhs : 10 marks<br>> 40 Lakhs ≤ 50 Lakhs : 15 marks<br>> 50 Lakhs : 20 marks |
| B                  | Experience: No. of years of Experience<br>No. of years of experience in similar business (Year of Establishment or Commencement of business)   | 10         | > 3 yrs ≤ 5 yrs : 5 marks<br>> 5 yrs : 10 marks  |
| C                  | Experience : No. of Projects Executed<br>No. of contracts awarded and successfully executed (Call Centre / Helpdesk operation / BPO Services / Data Processing Services) in last three years with State Govt./ Central Govt./ Semi Govt./ Govt. owned Societies / Corporation / IT Sectors / Banking Sectors | 20         | > 2 nos ≤ 5 nos : 5 marks<br>> 5 nos ≤ 10 nos : 12 marks<br>> 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.

16122

### **Evaluation of Financial Proposal**

The combined price of operational expense for DHH, SDHs of 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.

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16/1/22



**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/SHG Group) |  |
| Name of the Chief Executive and authorized signatory                               |  |
| Telephone Nos.:<br>Landline<br>Mobile  |  |
| Fax  |  |
| Email id   |  |
| Date of Establishment  | (furnish copy of the Registration Certificate of the Agency) |
| GST Registration No.   | (furnish copy of the GST 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)

  
10/22

**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                                      | 2018-19        |                         |
| 2                                      | 2019-20        |                         |
| 3                                      | 2020-21        |                         |
| Average Annual Turnover in Lakhs (Rs.) |                |                         |

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.
- 2) Also attach photocopies of the audited P/L account of each year highlighting the turnover in support of that

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10/1/22

**FORM T4**

*(to be furnished in the technical proposal)*

**PAST EXPERIENCE IN OPERATING SIMILAR CALL CENTER / HELPDESK / BPO / DATA PROCESSING SERVICES DURING THE LAST THREE YEARS**

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

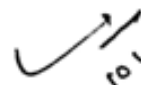
| Name of Assignment * | Name/address of the Organization for which similar Call centre/helpdesk/BPO/ Data Processing Services assignments were undertaken | Date of award of Assignment | Date of completion of assignment | Value of the Assignment | Role of your agency |
|----------------------|---|-----------------------------|----------------------------------|-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

\* 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)

  
10122

**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) does 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 setting up a help desk 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 executants(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.*

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10/22

**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)

  
10.1.22

FORM F1

ACKNOWLEDGEMENT & FINANCIAL PROPOSAL

To

The Chief District Medical & Public Health Officer  
Balasore.

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

Sub: - Request for Proposal for "Operation of Help desk at 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.30,000/- per call center 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)

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10/12/22

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

**OPERATIONAL EXPENSES**

Name of the District: **BALASORE**

| Sl. | Particulars  | Category | Operational Cost / `Month with all manpower (Exclusive of GST) (Rs.) | Amount of GST (.....%) (HSN Code:-.....) | Total Monthly Operational Expenses of the Help desk /Month (Rs.) (Inclusive of GST) (In both figure & words) |
|-----|--|----------|--|--|--|
| I   | <p><b>* Operational Expenses : DHH</b><br/>Operational expenses of the help desk / month should include <b>all costs</b> (exclusive of GST) towards Provision of HR with management of their statutory compliance &amp; service charge : <b>1 helpdesk manger, 10 trained volunteers</b> (with qualification, knowledge &amp; personal attributes as mentioned in the terms of reference) for operation / management of the help desk, provision of uniforms to deployed staffs, preparation of reports etc. as per terms of reference</p> | DHH      |  |  |  |
| II  | <p><b>*Operational Expenses : SDH</b><br/>Operational expenses of the help desk / month (exclusive of GST) should include <b>all costs</b> towards Provision of HR with management of their statutory compliance &amp; service charge : <b>1 helpdesk manger, 6 trained volunteers</b> (with qualification, knowledge &amp; personal attributes as mentioned in the terms of reference) for operation /</p>  | SDH      |  |  |  |

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10/12/22

|  |   |  |   |  |  |
|--|---|--|---|--|--|
|  | management of the help desk, provision of uniforms for deployed staffs, preparation of reports etc. as per terms of reference |  |   |  |  |
|  |   |  | <b>Total Monthly Operational Cost (I + II) in Rs.</b> |  |  |

\* The operational cost per month must take into consideration, the minimum wages act for the staffs deployed. The Category of Helpdesk manager and Helpdesk volunteers must be of Skilled and Unskilled respectively.

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

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

(Company Seal)

  
16/1/22