

**SUPERINTENDENT: E.S.I. HOSPITAL, BHUBANESWAR ,**

**In front of Hotel May Fair, Jayadev Vihar,  
BHUBANESWAR**

**Request for Proposal**

**For**

**Supply of Manpower**

**(SANITATION PERSONNEL)**

**For**

**ESI HOSPITAL, BHUBANESWAR**

**RFP No. 3198/ESIH/2023, Dt.26/12/2023**

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## 1. INTRODUCTION:

### Objective of the RFP

The Superintendent, ESI Hospital Bhubaneswar under the administrative control of the Directorate of Employees State Insurance Scheme, Odisha, Bhubaneswar has decided to invite the services and support of eligible Manpower Service Providing Agency for engagement of Sanitation Personnel on outsourcing basis to attend sanitation work at ESI Hospital, Bhubaneswar. The prime responsibility of the selected agency/agencies shall be to undertake appropriate and necessary actions in furtherance of the said objective.

Sealed Tender is invited from registered Service Provider Agencies / Firms to provide Sanitation Personnel.

### Schedule for the bid process

Sl. No.	Information	Details
1	RFP No. and Date	RFP NO.3198 /ESIH /2023, dated 26.12.23
2	Bid validity period	180 days from the last date for submission of proposal.
3	Web Hosting	02.01.2024
4	Last date (deadline)for submission of bids	Date 17/01/2024 at 4.00PM
5	Opening of Technical Bid	Date 19/01/2024 at 11.00 AM at the office of the Superintendent, ESI Hospital, Bhubaneswar.
6	Time and Date of opening of Financial proposals.	Date. 24/01/2024 at 11.00AM at the office of the Superintendent, ESI Hospital, Bhubaneswar. Communication shall be issued by mail to

		Those bidders who qualify in Technical bid.
7	Contact person for submission proposal and address for correspondence for all purposes in relation to this RFP.	The Superintendent, ESI Hospital Bhubaneswar, Infront of Hotel Mayfare, Jayadev Vihar, Dist- Khordha, Bhubaneswar -751013. Email:esihbbsr@gmail.com

**Educational qualification and description of duty for the below mentioned post:-**

Sl. No	Category of Post	Age as on 01/01/2024 & Educational Qualification/experience	Brief description of Duties	Place of working
1	Sanitation Personnel	<ul style="list-style-type: none"> <li>• Minimum-21 years and maximum-45 years.</li> <li>• Passed the 7<sup>th</sup>.Standard from any Educational Institution recognized by Govt. of Odisha.</li> <li>• Must be a resident of Odisha &amp; sound in health.</li> <li>• Must be able to read and write Odia.</li> </ul>	<ul style="list-style-type: none"> <li>• Proper and efficient disposal of office/hospital waste.</li> <li>• Proper and efficient sweeping and cleaning of all the open area allotted for office use, cleaning &amp; mopping of staircases and corridors, dusting of stair bar/toilets, doors, windows of Indoor Wards.</li> <li>• Swabbing of false ceilings, artificial partitions, reception desks and all other accessories like doors, windows etc.</li> <li>• Cutting of bushes, grass, weeds and periodical spraying of insecticide, pesticide for removal of flies and pests.</li> <li>• Cleaning of chairs, sofa and carpets etc.</li> <li>• Any other duties as and when assigned by authority.</li> </ul>	ESI Hospital, Bhubaneswar.

**2. TERMS & CONDITIONS**

**GENERAL**

- The contract shall commence from the date of execution of agreement and shall continue for one year with effect from ( 01.02.2024 to 31.01.2025) or more as the case may be unless, it is curtailed or terminated by the authority owing to deficiency in service, sub-standard quality of manpower deployed, breach of any conditions of contract etc. or change in requirements.
- The Agreement shall automatically expire on completion of agreement period unless it is extended for further period by mutual consent of the Service Provider Agency/ Agencies and the Authority. It shall automatically terminate after three years.
- The Agreement may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period as shall be mutually agreed upon by the Service Provider Agency/ Agencies and the Authority.
- The manpower provided by the Service Provider Agency/Agencies should not have any

adverse Police records/ criminal cases pending against them. The Agency should make adequate enquires about the character and antecedents of the manpower before recommending for deployment. The Service Provider Agency have to furnish proof of identity like driving license, bank account details, previous work experience, proof of residence, recent photograph, Voter ID card, AADHAR Card to this office along with a certificate, in detail. The Service Provider shall also ensure that the personnel deployed, are medically fit and shall keep a record of their medical fitness. The Service Provider Agency shall withdraw such employees immediately, who are not found suitable for any reasons, by the Authority.

- The manpower Service Provider Agency shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities covered under this Agreement to any other agency or organization by whatever name be called without the prior written consent of the Authority.
- The requirement may further increase or decrease marginally, during the period of initial contract also and the Service Provider Agency should have to provide additional manpower services, if required, on the same terms and conditions from time to time during currency of contract or its extended period.
- The Service Provider Agency shall be bound to furnish details to the Authority while submitting the tender or at a subsequent stage as per tender document .Any such document furnished by the Service providing agency found to be false at any stage, it would be deemed to be a breach of terms of agreement making it liable for legal action against service providing agency apart from termination of the agreement forth with.
- The Authority reserves the right to terminate the Agreement during initial period by issuing prior notice of 15 days to the Service Provider Agency.
- The persons deployed shall be required to report for work at the scheduled time as directed by the authority or any other Nodal Officer concerned and shall work for minimum 8 (Eight) hours per day. The Person (deployed), who remains absent from duty on a particular day /comes late to the duty/ leaves the duty early without prior permission and proportionate deduction from the remuneration shall be made accordingly.
- The person deployed may be called on holidays to attend duty, if situation so wants.
- The person to be deployed by the Service provider Agency shall work under the control of Superintendent of ESI Hospital, Bhubaneswar. He may be assigned to any work decided by the authority as and when required. If any of the manpower deployed by the service providing agency shall refuse to carry out such order of the authority his/her service shall be withdrawn immediately and shall be sent back to the Service Provider Agency. In such case, the Service Provider Agency shall provide a substitute manpower within 3(Three) days, otherwise penalty @ Rs. 200/- per day shall be imposed till deployment of a substitute person.
- The Service Provider Agency has to provide uniform, badges, shoes, etc. and Photo identity Cards in to the outsourced staff deployed by him/her to perform duty. These Identity Cards are to be constantly displayed by the outsourced staff and loss of Identity Cards needs to be reported immediately.
- The Service Provider Agency shall nominate a Coordinator who shall be responsible for regular liaising with the Superintendent, ESI. Hospital, Bhubaneswar to look into the day to day activities of the persons deployed.
- The transportation, food, medical and other statutory requirements in respect of each personnel of the Service Provider Agency shall be the responsibility of the Service Provider.
- For all intents and purposes, the Service Provider Agency shall be the “Employer” within the meaning of different Rules & Acts in respect of manpower, so deployed. The persons engaged by the Service Provider Agency shall not have any claim whatsoever like employer and employee relationship with the Superintendent, ESI Hospital, Bhubaneswar.
- The Service Provider Agency is supposed to bear the expenditure for sponsoring the manpower to the ESI Hospital, Bhubaneswar. Such expenditure may include amount

spent on making phone calls, dispatching letters, travelling to different offices/places, supervision of manpower, submission of reports and returns to statutory authorities, photo copying of documents, office expenses, contingencies etc. Besides, Service providing agency is supposed to pay the take home remuneration to the outsourced manpower and other statutory dues i. e EPF, ESI to be reimbursed subsequently by the Superintendent, ESI Hospital, Bhubaneswar. Moreover, the Superintendent, ESI Hospital, Bhubaneswar shall deduct Income Tax and GST as TDS @ 2% from the bills of the service providing agency/MSP. In this way, the funds of Service providing agency may be blocked for at least 15 days involving cost.

- The Superintendent, ESI Hospital, Bhubaneswar reserves the right to reject the quotations of Service Provider Agencies quoting abnormally low and unworkable rates. In case the tenderer has not quoted uniform rate for all types of manpower the tender shall be rejected.
- The Service Provider Agency shall be solely responsible for the redressal of grievances or resolution of disputes relating to persons deployed. The Superintendent ESI Hospital Bhubaneswar shall, in no way, be responsible for settlement of such issues whatsoever.
- The Superintendent ESI Hospital Bhubaneswar shall not be responsible for any financial loss or any injury caused to any person deployed by the Service Provider Agency during performance of their duties/works, or for payment towards any compensation.
- The persons deployed by the Service Provider Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during their incumbency or after expiry of the Agreement.
- In case of termination of this Agreement on its expiry or otherwise, the persons deployed by the Service Provider Agency shall not be entitled to and shall have no claim for any absorption in regular or other capacity.
- The person deployed shall not claim any benefit or compensation or absorption or regularization of their deployment with this office. An undertaking from the persons deployed to this effect shall be submitted by the Service Provider Agency to Superintendent, ESI Hospital, Bhubaneswar.
- The Service Provider Agency must be registered with the concerned Govt. Authorities, i.e. Labour Department, Provident Fund Authorities, Employees State Insurance Corporation etc., and a copy of the registration certificate should be submitted. The Service Provider Agency shall comply with all the legal requirements for obtaining License under Contract Labour (Regulations and Abolition) Act, 1970, on his own part and cost.
- The Service Provider Agency shall provide a substitute well in advance against the manpower who would leave the job due to his/ her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Service Provider Agency. The Service Provider Agency shall be responsible for depositing the contribution of both the share of employee and employer towards Provident Fund and Employees State Insurance, wherever applicable for the manpower deployed in ESI Hospital, Bhubaneswar.
- The manpower should be polite, cordial and efficient while performing their work. Their actions should promote good will and to enhance the image of the ESI Hospital, Bhubaneswar. The Service Provider Agency shall be responsible for any act of indiscipline on the part of the persons deployed.

#### **LEGAL**

- The persons deployed shall, during the course of their work, be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Service Provider Agency as well as the manpower deployed liable for penal action as per law besides, action for breach of contract.
- The Manpower Service Provider Agency shall be responsible for compliance of all statutory provisions from time to time payable to different types of worker in respect of the manpower deployed in the ESI Hospital, Bhubaneswar. The ESI Hospital,

- Bhubaneswar shall have no liability in this regard.
- All persons deployed by the manpower service provider shall be treated as their own employee and shall be responsible for deposit of the statutory dues under the EPF Act, 1952, ESI Act, 1948 and the ESI Hospital, Bhubaneswar shall have no liability in this regard.
  - The Manpower Service Provider Agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to the ESI Hospital, Bhubaneswar to the concerned tax collection authorities, from time to time, as per the statutory rules and regulations prescribed. Attested photocopies of such documents shall be furnished to the Superintendent ESI Hospital Bhubaneswar, as and when required.
  - The Manpower Service Provider Agency shall maintain all statutory registers under the Law and shall produce the same, on demand, to the authority of the Superintendent ESI Hospital Bhubaneswar or any other authority under the Law.
  - The Tax deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act / Rules, as amended, from time to time and a certificate to this effect shall be provided by the Superintendent, ESI. Hospital, Bhubaneswar to the service providing agency.
  - In case, the Service Provider Agency fails to comply with any liability under appropriate law, and as a result thereof, the Superintendent ESI Hospital Bhubaneswar is put to any loss / obligation, monetary or otherwise, the Superintendent ESI Hospital Bhubaneswar shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Service Provider Agency, to the extent of the loss or obligation in monetary terms.
  - The Agreement is liable to be terminated because of non-performance, deviation of terms and conditions of contract, non-payment of remuneration of employed man power and non-payment of statutory dues in time. The ESI Hospital, Bhubaneswar will have no liability towards non-payment of remuneration to the persons employed by the Service Provider Agency and the outstanding statutory dues of the service provider to statutory authorities. If any loss or damage is caused to the ESI Hospital, Bhubaneswar by the manpower deployed, the same shall be recovered from the unpaid bills or adjusted from the Performance Security Deposit of the Service providing agency.

#### **Key Requirements of the Bid**

##### **Right to Terminate the Process**

- The Superintendent ESI Hospital Bhubaneswar may terminate the RFP process at any time and without assigning any reason. The Superintendent ESI Hospital Bhubaneswar makes no commitments, express or implied, that this process shall result in a business transaction with anyone.
- This RFP does not constitute an offer by ESI Scheme. The bidder's participation in this process may result the Superintendent ESI Hospital Bhubaneswar selecting the bidder to engage towards execution of the contract.

##### **RFP Document Fees**

RFP document can be downloaded from the website "[www.odisha.gov.in](http://www.odisha.gov.in)" & "[www.labour.odisha.gov.in](http://www.labour.odisha.gov.in)". The bidders are required to submit the document cost (non-refundable) of **Rs.5,000/- (Rupees Five Thousand Only)** by Demand Draft in favour of "DDO, ESI. HOSPITAL, BHUBANESWAR" payable at Bhubaneswar drawn on any of the scheduled Nationalized bank along with the proposal. Proposals received without or with inadequate RFP Document cost shall be rejected.

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

- **The earnest money deposit ( EMD ) of Rs. 5000/- for supply of sanitary personnel is refundable without interest should be necessarily accompanied with the technical bid of the Agency / Supplier in form of Demand Draft drawn in favour of the Superintendent, ESI Hospital Bhubaneswar failing which the tender shall be rejected.**
- **The earnest money so deposited will be refunded to the unsuccessful tenderers after the tender process is over and the successful tenderer will get back his/ her EMD soon after the prescribed security deposit.**

## **Submission of Proposals**

The bidders are requested to submit their responses as per the format given in this RFP in the following manner.

- **Technical Proposal** - (1 Original copy+ 1 duplicate Copy + 1 non editable CD) in the first envelope. The technical Proposal should include details of Technical Evaluation Criteria, Supporting Documents & the copy for presentation of Proposed Methodology and Team Structure”, in 1st envelope.
- **Commercial/ Financial Proposal** - (1 Original copy) in 2nd envelope.

### **Please submit a documented Technical Proposal which should include:-**

- An outline of the approach which the firm intends to adopt, including a detailed service(s) description.
- Time required for supply of Manpower, preferably within 15 days from the date of issue of work order to the party.
- A detailed statement of the way in which the work would be undertaken showing, inter-alia, the scheduling of the personnel services during the period of contract;
- An indication of the type of staff to be deployed and their academic backgrounds and practical experience in sanitation related assignments.
- A statement of suitability indicating experiences in similar assignments including the year in which it was undertaken and details of the clients served.
- The proposal should be according to the format as mentioned in this RFP. While preparing the proposal, the following points should be kept in mind.
- The offer should remain valid for acceptance for 180 days from the date of closing.
- The proposals shall address all the requirements of this tender and must be submitted in the English language.
- The response to Technical Proposal (including Pre-Qualification criterion) and Commercial Proposal (As mentioned in previous paragraph) should be covered in separate sealed envelopes super-scribing "Technical Proposal "and" Commercial Proposal" respectively. Each copy of each bid should also be marked as "Original" OR" duplicate copy" as the case maybe.
- Please note that prices should not be indicated in the Technical Proposal but should be indicated in the Commercial Proposal only.
- These two envelopes containing copies of Technical Proposal and Commercial/ Financial Proposal should be put in another single sealed envelope clearly marked **"Response to RFP for Supply of Manpower for ESI Hospital Bhubaneswar and the wordings" "DO NOT OPEN BEFORE <Date and Time>"**.
- The outer envelope should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- The original proposal/ bid shall be prepared in indelible ink. It shall contain no inter lineation or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialed by the person (or persons) who sign(s) the proposals.
- All pages of the bid including the duplicate copies, shall be duly signed and stamped by the authorized person or persons who sign the bid.
- Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by the Superintendent, ESI Hospital Bhubaneswar in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.
- The bid should be dropped physically in the drop box in the office of the Superintendent ESI Hospital Bhubaneswar only. No courier of the bid shall be entertained. This office shall not be responsible for anydelay.



## **Authentication of Bids**

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

## **Preparation and Submission of Proposal**

### **Proposal Preparation Costs**

A bidder can submit only one proposal. Bidder submitting more than one proposal shall be rejected. The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by the Superintendent, ESI Hospital Bhubaneswar to facilitate the evaluation process, and in negotiating a definitive contractor all such activities related to the bid process. The Superintendent, ESI Hospital Bhubaneswar shall in no case be responsible or liable for those costs, regardless of the conductor outcome of the bidding process.

### **Language**

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

### **Venue & Deadline for Submission of Proposals**

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to the Office of the Superintendent, ESI Hospital, Bhubaneswar by hand. No other mode of delivery is permissible.

The Superintendent ESI Hospital Bhubaneswar shall not be responsible for any delays caused in this matter.

Last Date & Time of Submission	17/01/2024 at 4.00 PM .
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### **Late Bids**

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.

The bids submitted by telex /telegram/ fax/ e-mail etc. shall not be entertained. No correspondence will be entertained on this matter.

The Superintendent ESI Hospital Bhubaneswar shall not be responsible for any delay or non-receipt/ non- delivery of the documents. No further correspondence on the subject will be entertained.

The Superintendent, ESI Hospital Bhubaneswar reserves the right to modify and to amend any of the above- stipulated condition/criterion depending upon assignment priorities vis-à-vis urgent commitments.

## **Evaluation Process**

- The Superintendent ESI Hospital Bhubaneswar shall constitute a Tender Evaluation Committee to evaluate the responses of the bidders.
- The Tender Committee constituted by the ESI Hospital Bhubaneswar will evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents/ documentary evidence, may lead to rejection.
- The decision of the Tender Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
- The Tender Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

### **Tender Opening**

The proposals submitted up to **17/01/2024 at 4.00 PM** will be opened at **19/01/2024 at 11.00AM** by the Superintendent ESI Hospital Bhubaneswar or any other officer authorized by Superintendent, ESI Hospital Bhubaneswar, in the presence of such Bidders or their duly authorized representatives. The representatives of the bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal.

### **Tender Validity**

The offer submitted by the Bidders should be valid for minimum period of **180** days from the last date of submission of bid.

### **Site Visit**

The bidder may wish to visit and examine the site(s) of the assignment, at its own responsibility and risk, and obtain all information that may be necessary for preparing the bid and entering into the contract. The cost of visiting the site(s) shall be borne by the bidder.

### **3. Tender Evaluation**

a) Initial scrutiny of the bid shall be done and the proposal shall be treated as non-responsive if found inappropriate in terms of:-

- i. Having been not submitted in the format as specified in the RFP document.
- ii. Received without the Letter of Authorization (Power of Attorney).
- iii. Found with suppression of details.
- iv. Submitted without the documents requested in the checklist.
- v. Having incomplete information, subjective, conditional offers and partial offers submitted.
- vi. Having non-compliance of any of the clauses stipulated in the RFP.
- vii. Having lesser validity period.

b) All responsive bids will be considered for further processing as per the steps given below.

- i. The technical score of all the bidders would be calculated as per the criteria mentioned below. All the bidders who achieve at least 60 % in the technical evaluation would be eligible for Financial Bid opening and comparison.
- ii. Lowest bid among financial bids shall be awarded the contract.
- iii. Proposals of bidders would be evaluated as per the Technical Evaluation Criteria and financial evaluation criteria. Agencies / firms should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.
- iv. The submission of tender **Fees** is mandatory for all interested bidders & is applicable for units covered under MSMEs.

### **Pre-qualification Evaluation**

The evaluation committee will carry out a detailed evaluation of only those bids which satisfy the pre-qualification criteria defined below.

<b>Sl. No</b>	<b>Basic Requirements</b>	<b>Specific Requirements</b>	<b>Documents/Information to be provided in the submitted proposal</b>
		The Company should be incorporated under Indian Companies Act 1956 or any other legal entity registered in India. The firm/ company must have	Certificate of incorporation
			Registration Certificate
			PAN

1	Legal Entity	been registered for a minimum period of <b>five years</b> ending with 31 <sup>st</sup> March 2023.	IT Returns for the last 2 consecutive financial year (up to date 31 <sup>st</sup> March 2023)
			Service Tax Registration certificate
			GST Registration Copy
			EPF/ESI Registration Certificate
2	Geographical Presence	The bidder must have its office located in Odisha.	Address Proof 1. Electricity Bill, 2.Proof of hiring of space (No undertaking shall be considered)
3	Blacklisting	The Company should not have been blacklisted by the Government or Government Entity during the last 3 years ending with 31 <sup>st</sup> March 2023 & tillthe date of submission of the Bid.	The organization shall have to submit an Affidavit (Court affidavit on original stamp paper of relevant value) with following clauses:- <ul style="list-style-type: none"> <li>➤ It has not been blacklisted by any Government Organization/PSU</li> <li>➤ The organization does not have any legal suit/ criminal case pending against it for violation of PF/ESI/MW Act or any other statute. Self- declaration by the bidder in Letter Head.</li> </ul>
4	Annual Turnover	The Firm/agency must have an average annual turnover of Rs.3 Crore in last three years.	Audited Balance of last three financial Years FY 2021-2022 & FY 2022-2023).
			The bidder should submit the Chartered Accountant certificate specifically on the average annual turnover.
5	Technical Capability	The Service Provider Agency should have experience of „ <b>five years</b> “ in providing manpower to Government Departments, Public Sector Undertakings, Banks, Insurance Companies etc. for which the required experience certificates are to be enclosed.	Year wise Work Order + Work Completion Certificates of the bidder (List to be Prepared in one sheet and submitted) No self-declaration on undertaking shall be accepted.
6	Manpower Strength	The Agency should have at least 50 relevant Manpower on its roll to be eligible to bid.	Self-Certification in Excel format (In Company Letter PAD) by the authorized signatory with clear declaration of staff (Name, Father's Name, address, educational qualification, Mobile No & AADHAR No.) The bidder has to submit EPF/ ESI/ Employee ID/ Bank account detail. This is to be given by the bidders for evaluation at pre-qualification stage.
7	Fees	The Bidder must have submitted Rs.5,000/- (Rupees Five Thousand Only) towards the cost of the Tender Document.	DD from a scheduled bank/Nationalized Bank payable at Bhubaneswar.

### TABLE FORMAT FOR BIDDER'S PROFILE & SUPPORTING DOCUMENTS

Particulars	Information with supporting documents in Page Number
➤ Name of the Service Provider Agency	
➤ Registration Certificate No./ Date of Registration	
➤ Demand Draft towards cost of tender paper	
➤ Details of Earnest Money Deposit:	
➤ Name of Proprietor/Partner/ Director	
➤ Full Address of Registered Office (with Pin Code, Telephone No, Mobile No, FAX No., E-Mail Address)	
➤ Full address of Operating Branch Office(with Pin Code, Telephone No, Mobile No, FAX No., E-Mail Address)	
➤ Name, telephone no./mobile No/email address of authorized officer/ person to coordinate with the Superintendent ESI Hospital Bhubaneswar.	
➤ Banker of the Manpower Service Provider (Attach certified copy of statement of A/c for the last Three years)Address &Telephone Number of Banker:	
➤ Attested copy of PAN Card	
➤ Statutory Registration No.(under License & Contract Labour Act 1970, obtained from the Labour Department, Government of Odisha)	
➤ Attested copy of GST registration certificate;	
➤ Attested copy of the E.P.F. registration letter/certificate &last Updated ECR Challan Copy;	
➤ Attested copy of the E.S.I. registration letter/ certificate;	
➤ Average Annual Turn Over of the agency (Chartered Accountant Certificate Copy)	
➤ Attested copies of the IT return filed by the agency for last two years ( 2021-2022 & 2022-2023).	
➤ Affidavit from Notary Public declaring firm is not blacklisted.	
➤ Experience certificate if any.	
➤ Copy of power-of-attorney in the name of the Signatory of the Proposal to be submitted	
➤ Give details of the similar contracts handled by the tendering Manpower Service Provider during the last two financial year 2021-2022 & 2022-2023 in the following format	

(If the service providing agency list provided is insufficient, a separate sheet may be attached)

Sl. No.	Name of client, address, telephone & Fax no.	Manpower services provided		Annual Bill amount (Rs. Lacs)	Duration of contract	
		Type of manpower provided	No.		From	To

### 3.3. Technical Evaluation

The proposals submitted by the prime bidder will be evaluated on three broad parameters as described in the table below. The bidder must get at least 60% of the maximum possible score i:e out of total @100 marks, in the technical section in order to qualify for opening of the commercial/financial evaluation.

#### Technical Bid Evaluation Sheet:

SI No	Criteria	Sub-Criteria	Basis of Evaluation	Maximum Marks	Supporting doc
1	Relevant experience in similar completed assignment	No. and size of completed assignment: - Experience in respective post to be outsourced.  The work order should have been issued in during last 2 years, as on 31st March 2023.	1 assignment worth Rs 15 Lakh = <b>5 Marks</b>	40	Work Order + Assignment Completion Certificate from the organization.
			1 assignment worth Rs 16 to Rs30 Lakh = <b>10 Marks</b>		
			1 assignment worth Rs 31 Lakh toRs 45 Lakhs = <b>15 Marks</b>		
			1 assignment worth Rs 45 Lakhs and above= <b>20 Marks</b>		
			Cap of max <b>40 marks.</b>		
			Note-The marks to be multiplied with number of assignments.		
2	Relevant experience in similar on-going assignments	Ongoing assignment - Experience in handing similar type of assignments in extending services on sanitation.	assignment worth Rs 15 Lakh = <b>2.5 Marks</b>	15	Work Order + Assignment Continuity Certificate fromthe organization
			1 assignment worth Rs 16 to Rs30 Lakh = <b>5 Marks</b>		
			1 assignment worth Rs 31 Lakh To Rs 45 = <b>7.5 marks</b>		
			1 assignment worth Rs 46 Lakhs and above= <b>10 Marks</b>		
			Cap of max <b>15 marks.</b>		
3	Average Annual Turnover of the Bidding Company	Average Annual Turnover of the last two Financial Year i:e FY-2021-22 and 2022-23	More than 50 Lakhs less than equal to 60 Lakhs – <b>5 Marks</b>	15	The bidder should submit the Chartered Accountant certificate specifically on the average annual turnover.
			More than 61 Lakhs less than equal to 70 Lakhs – <b>10 Marks</b>		
			More than 71 Lakhs- <b>15 Marks</b>		
			Cap of max <b>15 marks.</b>		
4	Proposed Methodology and Team Structure	Approach and methodology for resource management and Feedback mechanism  Number of similar manpower available with the firm	Qualitative assessment based on Team structure & availability of personnel and reporting mechanism- <b>10 marks</b>	30	
			Risk mitigation (contingency plan) and exception handling- <b>10 marks</b>  Bidders (if Any) having experience in the same man-power assignment earlier- <b>5 marks</b>		

			SLA (Service level agreement) management -5 marks		
<b>Grand Total of Marks</b>				<b>100</b>	

#### 4. FINANCIAL BID

##### Financial Proposal (Overall Cost):

The following tables should be used to quote the cost supply of manpower for performing and managing day to day activities of ESI Hospital Bhubaneswar per month which shall be inclusive of all cost i.e. manpower & service charges etc. **The least cost quoted (i.e. Cost of service Charge per manpower quoted for the defined post) by the bidder shall be treated as L1 bidder for that particular assignment.** In case of any differential tax structure the rate per post (exclusive of tax) shall be taken in to consideration for selection of L1 bidder.

##### Commercial Bid Format

Manpower Type	Daily Wages in "INR" (To be filled-up by Office per person per day)	Service Charges per Manpower per Month (Excluding GST) In "INR" (To be Filled-up by the Bidder)
1	2	3
Sanitation Personnel	Rs.333.00 Per Day ( As per Current Labour Act)	Rs. _____ ( In Figure)  Rupees _____ (In word)

- a) The Column "2" shows daily wages of the un-skilled outsourced employee . It will vary from time to time as per Notification of Labour Commissioner, Odisha.
- b) The Bidder has to quote the "Service Charge per Manpower per month of Rs not less than Rs. 200/- " at column no. "3" for all categories of manpower. The rate shall be quoted in both Figure & Word.
- c) The lowest rate of service charges quoted by any bidder(s) at column No-3 shall be the decision factor for selection of the bidder.
- d) In case there is a rate tie in commercial bid, the bidder with highest score in the technical bid shall be selected as the successful bidder.
- e) The service charges shall be paid in multiple of number of manpower to be engaged with the L1 approved rate.
- f) The employer's share of EPF shall be paid over & above the monthly wages .
- g) The employee's share of EPF & ESI may be deducted from the monthly payment to staffs as per the prevailing rate. The EPF administrative charge shall be borne by the service provider.
- h) In case of any enhancement of wages by approved by the Labour Department Odisha Bhubaneswar during the tenure of the contract, the enhanced rate shall be paid to this Manpower by the service provider from the effective date and the same shall be recouped by the ESI Hospital Bhubaneswar.
- i) There will be no enhancement in rates of Service Charges other than the manpower cost during the tenure of the contract ordinary extended period of contract, if required.
- j) The Manpower cost shall be paid monthly basis, on actual days of working as per the work certificate .No over time charges will be entertained.
- k) The monthly acquaintance roll along with the bank account transfer copy for payment to these Manpower deployed need to be submitted.
- l) The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed by each man power.
- m) GST shall be paid on actual bill value as per the prevailing rate as per the GST Act.
- n) No TA/DA shall be either quoted/paid over & above the amount mentioned above.

Date:  
Place:

**Signature of authorized person**

Full Name:  
Seal:

### **Financial evaluation**

All bid prices should be inclusive Cost for Supply of Manpower for performing and managing day to day activities of ESI Hospital Bhubaneswar , taxes and levies. The bidder should give a reasonable bid. The commercial bids submitted will be checked against following parameters:-

- Only fixed price financial bids indicating total price for all the deliverables and services specified in the RFP will be considered.
- The bid price should be expressed in Indian rupee.
- The Bid Price should include cost of deployment for Supply of Manpower for performing and managing day to day activities of ESI Scheme.
- Any conditional bid will not be accepted.
- Lowest bid among the financial bids will win the bid.
- **In case of a tie, the bidder with higher technical score will be awarded the contract.**
- The bidder needs to record the Cost and Tax figure separately in the commercial bid. In case of differential tax structure, the cost figure exclusive of Tax shall be taken into account for evaluation of lowest bid.

## **5. Award of contract**

### **Right to accept any proposal and to reject any or all Proposal(s)**

The ESI Hospital Bhubaneswar reserves the right to accept or reject any proposal, and to annul the tendering process / public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders.

### **Notification of Award**

- ESI Hospital Bhubaneswar will notify the successful bidder within 180 days of receiving proposals in writing or by fax or email. In case the tendering process is not completed within the stipulated period, ESI Hospital Bhubaneswar ., may request the bidders to extend the validity period of the bid beyond 180 days.
- The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance security, ESI Hospital Bhubaneswar will notify each unsuccessful bidder.

### **Contract Finalization and Award**

- ESI Hospital Bhubaneswar shall reserve the right to negotiate with the bidder(s) whose proposal has been most responsive. On this basis the draft contract agreement would be finalized for award & signing.
- ESI Hospital Bhubaneswar may also decrease or increase the quantity of any item in the Scope of Work defined in the RFP. Accordingly total contract value may be changed on the basis of the rates defined in the financial proposal.
- ESI Hospital Bhubaneswar reserves the right to make necessary negotiations, as deemed appropriate, with the selected bidders for amicable distribution of Units (If any unit left un-bided or otherwise) depending upon the assignment priorities and to safe guard the public interest.

### **Performance Security**

The selected bidder would be required to provide a Performance Security either in form of Demand Draft from any Nationalized Bank or in form of Performance Bank Guarantee from any Nationalized Bank, within 15 days from the notification of award, for a value equivalent to @ 3% i.e Rs.1,50,000/- (Rupees One Lakh Fifty Thousand) only of the total contract value.



The performance security should be valid for a period of 60 days beyond the period of contractual obligations (including warranty period). The selected bidder shall be responsible for extending the validity date of the performance security as and when it is due on account of non-completion of the assignment and warranty period. In case the selected bidder fails to submit performance security within the stipulated time, the ESI Hospital Bhubaneswar at its discretion may cancel the order placed on the selected bidder without giving any notice. The ESI Hospital Bhubaneswar shall invoke the performance security in case the selected agency fails to discharge their contractual obligations during the period or ESI Hospital Bhubaneswar incurs any loss due to agency's negligence in carrying out the assignment as per the agreed terms and conditions. MSME units applying for the bid and if awarded for the bid after due selection, have to deposit the performance security deposit within the time schedule.

#### **Signing of Contract**

After ESI Hospital Bhubaneswar notifies the successful bidder that its proposal has been accepted, the two parties shall enter into a contract and the proposal of the bidder between ESI Hospital Bhubaneswar and the successful bidder.

#### **Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful Bidder to agree with the Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event ESI Hospital Bhubaneswar may award the contract to the next best value bidder to award in L1 rate or call for new bids.

#### **Dispute Resolution Mechanism**

The Bidder and ESI Hospital Bhubaneswar shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:-

- The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within **seven (7) days** of receipt of the notice.
- The matter will be referred for negotiation between ESI Hospital Bhubaneswar and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of **15 days**.
- The decision of the Superintendent ESI Hospital Bhubaneswar shall be final and binding on both the parties, in all matters.

#### **Notices**

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed/hand-delivery/courier with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

#### **6. Payment Schedule**

Payment will be made on monthly basis of number of working days for which duty has been performed by manpower, where vendor shall raise the bill, in triplicate and submit the same to the concerned authority in the first week of the succeeding month of the quarter. As far as possible the payment will be released by second week of the succeeding month of the quarter.

#### **Terms & Conditions**

- The payment shall be released on monthly basis i.e. within 15 days of completion of each month.
- The invoice shall be considered for sanction while payment proportionately on the basis of actual performance / work certificate & actual date of functioning various level.
- The invoice for payment shall be submitted along with all such supporting documents as will be required during the release of payment. The EPF/ESI of the vendor's employees for this assignment would be mandatory and payment to be done through bank account.
- In case of reduced services/quantities, the invoice shall be raised based on actual.
- The Tax shall be paid on actual prevailing rate at the time of release of payment (on actual bill amount only) as per the prevailing rate as per Income Tax Act.
- Each such supporting document as will be needed to substantiate the expenditure incurred shall be submitted along with the invoice copy.
- The proof copy of the depositing the tax amount along with periodic filing statement copy of the taxes raised in the invoice shall be submitted by the contract holder.



- TDS shall be applicable at the prevailing rate as per the Income Tax Act at time of release of actual payment.
- It is required to ensure that all deliverables are of high quality and have undergone sufficient internal review process before being shared with the department. Any risks, dependencies, limitations, additions, deletions etc. shall be flagged at least 10 days in advance to the Superintendent, ESI Hospital Bhubaneswar to ensure necessary mitigation action.

## **7. Financial Requirements of BID**

- The Earnest Money Deposit in respect of the agencies which do not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. In case of successful tenderer, if the agency fails to deploy the required manpower and hardware against the initial requirement within 15 days from date of placing the work order, in such a situation, the work order shall be treated as “cancelled” without any further notice.
- The successful Tenderer will have to deposit a Performance Security Deposit of @ 3% of the total contract value i.e. Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand) only either in form of Demand Draft from any Nationalized Bank or in form of Performance Bank Guarantee from any Nationalized Bank drawn in favour DDO, Superintendent ESI Hospital, Bhubaneswar covering the period of contract. In case, the contract is further extended beyond the initial period, the performance security will have to be accordingly renewed by the successful tenders.

The amount of performance security deposit is to be determined by the Authority taking into account the contractual obligation of the vendor.

- In case of breach of any terms and conditions, the Performance Security Deposit of the vendor shall be liable to be forfeited besides annulment of the agreement.
- The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
- In the event of any dispute arising in respect of the clauses of the agreement the same shall be resolved through negotiation. Alternatively the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.
- All disputes shall be under the jurisdiction of the court at the place where the headquarters of ESI Hospital Bhubaneswar is located, i.e. Bhubaneswar.

## **8. FORMATS FOR BID**

### **Checklist for Submission of Bid**

The tender document of the bidder shall be rejected if any of the following documents is not found with the tender document.

1. Demand Draft towards cost of Tender Document
2. Attested copy of Registration of the agency
3. Certified copy of the statement of bank account of agency for the last three years
4. Declaration on Manpower details of the agency;
5. Attested copy of PAN Card
6. Attested copies of the IT return filed by agency for last three assessment years

7. Audit reports for the last three financial years.
8. Attested copy of GST registration certificate
9. Attested copy of the E. P.F. registration letter / certificate & ECR Challan copy
10. Attested copy of the E.S.I. registration letter / certificate
11. Chartered Accountant Certificate for Average turnover of the agency;
12. Affidavit from Notary Public declaring the firm is not blacklisted.
13. Experience certificates if any.

## **Letter of Proposal**

<Location, Date>

To:

The Superintendent,  
ESI Hospital Bhubaneswar  
Infront of Hotel Mayfare  
Jayadev Vihar, BBSR.  
Dist- Khordha -751013.  
Email: esihbbsr@gmail.com

Subject: Submission of the Technical bid (Including the details of Pre-qualification Criteria) for  
<Name of the assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide solutions to the ESI Hospital Bhubaneswar on <Name of the engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our proposal, which includes this Technical bid ( Including the details of Pre- qualification Criteria) in one envelope and the Financial Bid sealed in a another envelope. We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our proposal is accepted, to initiate the implementation services related to the assignment not later than the date indicated in Fact Sheet. We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

The copy of this RFP duly signed and affixed with official seal on its each page is submitted along with the Technical Bid document.

This is to certify that \_\_\_\_\_Nos ( \_\_\_\_\_ In Words) of pages including the cover page have been submitted in the Technical Bid & \_\_\_\_\_Nos

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

**Yours sincerely,**

### **Authorized Signature [In full and initials]:**

Name and Title of Signatory:

Name of Firm:

Address: Location: Date:

### **Template for Manpower deployment declaration**

Please provide a separate table for assignment management and services etc.

Sl. No.	Name of Staff with qualification and experience	Area of Expertise	EPF/ESI & AADHAR Number of the Staff	Position Assigned & Task Assigned	Time committed for the assignment
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

N:B;- The Number of manpower should be in tally with EPF record ( To be checked with EPF website / Last ECR Challan Copy).

**Seal & Signature of the Bidder:**

**Business Address:**

## **Commercial proposal Covering letter**

<Location, Date>

To:

The Superintendent,  
ESI Hospital Bhubaneswar  
Infront of Hotel Mayfare  
Jayadev Vihar, BBSR.  
Dist- Khordha -751013.  
Email: esihbbsr@gmail.com

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the implementation services for < Title of Implementation Services> in accordance with your Request for Proposal dated < Date> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of < Amount in words and figures> . This amount is inclusive of the local taxes.

➤ **Price and Validity**

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

➤ **Rate**

We have indicated in the relevant forms enclosed, the rates for the purpose of on account of payment as well as for price adjustment in case of any increase / decrease from the scope of work under the contract.

➤ **Deviations**

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid. Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

➤ **Tender Pricing**

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

➤ **Qualifying Data**

We confirm having submitted the information as required by you in your instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

➤ **Bid Price**

We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated Commercial Bid attached with our Tender as part of the Tender.

➤ **Performance Security**

We hereby declare that in case the contract is awarded to us, we shall submit the Performance security in form of Demand Draft or Performance Bank guarantee from a nationalized bank.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

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

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,  
We remain,  
Yours sincerely,

**Authorized Signature:**

**Official Seal:**

**Name and Title of Signatory:**

**Name of Firm:**

**Address:**

**9. DECLARATION**

1. I, .....Son/Daughter/Wife of Shri

.....At.....vill.....P.S.....

Dist.....Proprietor/Partner/ Director/authorized signatory of the Service Provider, mentioned above, and competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

**Date:**

**Signature of authorized person**

**Place:**

**Full Name:**

**Seal:**

**Telephone No.:**

**Mobile No.:**

**E-mail id:**

**10. Form for declaration of not been Blacklisted (By affidavit)**

To

The Superintendent,  
ESI Hospital Bhubaneswar  
Infront of Hotel Mayfare  
Jayadev Vihar, BBSR.  
Dist- Khordha -751013.  
Email: esihbbsr@gmail.com

Ref : RFP Notification no< xxxx > dated< dd/mm/yy >

Subject: Declaration of not been Blacklisted (By affidavit) in response to the RFP for Selection of Selected Bidder for Supply of Manpower for performing and managing day today activities at the Superintendent ESI Hospital Bhubaneswar.

Dear Sir,

We confirm that our company,\_\_\_,is not blacklisted in any manner what so ever by any of the State/UT and/or Central Government of India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice ,undesirable practice or restrictive practice.

Place:

Date:

**Bidder's Company Seal:**

**Authorized Signatory"s Signature:**

**Authorized Signatory"s Name and Designation:**

Note: The Bidder shall necessarily provide a copy of Power of Attorney authorizing the signatory for signing the Bid on behalf of the Bidder. Also the bidder has to submit a Court affidavit in stamp paper for not being black listed during the last three years.



**Bid Security Declaration Form**  
**In lieu of Earnest Money Deposit (EMD)**  
(On Bidders official Letter Head)

To,

The Superintendent,  
ESI Hospital Bhubaneswar  
Infront of Hotel Mayfare  
Jayadev Vihar, BBSR.  
Dist- Khordha -751013.  
Email: esihbbsr@gmail.com

**Ref: -RFP No.** \_\_\_\_\_

I/ We. The undersigned, declare that:

I/ We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/ We accept that I/ We may be disqualified from bidding for any contract with you for a period of five year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) Have withdrawn/ modified/ amended, impairs order gates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by your office during the period of bid validity(i)fail or refuse to execute the contract, if required, or(ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I /We understand this Bid Securing Declaration shall cease to be valid If I am /we are not the successful Bidder, upon the earlier of(i)the receipt of your notification of the name of the successful Bidder; or(ii)thirty days after the expiration of the validity of my/our Bid.

\_\_\_\_\_  
**Seal & Signature: (insert signature of person whose name and capacity are shown)**

In the capacity of (insert legal capacity person signing the Bid Securing Declaration)

( \_\_\_\_\_ )

**Name :( insert complete name of person signing he Bid Securing Declaration)**

Duly authorized to sign the bid on behalf of (insert complete name of Bidder) Dated on \_\_\_\_ day of \_\_\_\_\_(insert date of signing) Corporate Seal (where appropriate)