

REQUEST FOR PROPOSAL

Outsourcing of Help Desk Services at Govt. Health Institutions of Dhenkanal

RFP Reference No: Help Desk Services / Dhenkanal / 001

Date: 06/06/2026



(Handwritten signature)

DISCLAIMER

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



SECTION 1 - NOTICE INVITING PROPOSAL

RFP Reference No. : Help Desk Services/Dhenkanal/001

Dated: 06/06/2026

DETAILED PROPOSALS ARE INVITED FROM ELIGIBLE AGENCIES FOR SELECTION OF THE MOST SUITABLE AGENCY TO UNDERTAKE HELP DESK SERVICES AT GOVT. HEALTH INSTITUTIONS.

1	Period of Availability of RFP Document	From 06/06/2026 to 23/06/2026 (Downloadable from website: https://dhenkanal.odisha.gov.in)
2	Pre-bid Meeting	Date : 11/06/2026, Time : 11.30 A.M Address: Conference Hall (5th Floor) O/o. CDM&PHO, Dhenkanal District Head Quarter Hospital, Dhenkanal Dakhinakali Road, Dhenkanal – 759001.
3	Last date and address for submission of Proposal	Date: 23/06/2026, Time: 5.00 P.M Address : O/o. CDM&PHO, Dhenkanal District Head Quarter Hospital, Dhenkanal Dakhinakali Road, Dhenkanal – 759001. <i>NB : Proposals should be submitted through Speed post / Registered post / Courier</i>
4	Date, time and place of opening of Proposal and presentation	a) Technical Proposal (Part A) opening : 24/06/2026 at 12.30 P.M b) Financial Proposal (Part B): <i>The date of opening of financial proposals will be intimated by the CDM & PHO cum DMD Dhenkanal, to the agency found successful in the technical proposal evaluation.</i> (Bidders / authorized representative may remain present at the time of opening of proposal)

SECTION 2 - INSTRUCTIONS TO BIDDERS

2.1 Scope of Proposal

- (a) Interested bidders fulfilling the eligibility criteria may submit their bid at **O/o. CDM&PHO**
Dhenkanal
- (b) Detailed description of the objectives, scope of services, deliverables and other requirements relating to "Provisioning of Help Desk Services at Govt. Health Institutions" are specified in this RFP. The manner in which the Proposal is required to be submitted, evaluated and accepted is explained in this RFP;
- (c) The selection of the Agency shall be on the basis of an evaluation by the tender committee of the District, through the Selection Process specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the decision of CDM & PHO is without any right of appeal whatsoever;
- (d) The bidder shall submit its Proposal in the form and manner specified in this RFP. **The Financial Proposal (Part B) shall be submitted in the formats specified in F1, F2.** Upon selection, the agency shall be required to enter into an Agreement with the concerned Institution in the form specified at **Annexure I.**

2.2 Eligibility Criteria

The bidder should fulfil the following Eligibility Criteria:

- I. Must be registered in India as a Company (Companies Act 2013) / Partnership Firm (Indian Partnership Act 1932 / Limited Liability Partnership Act 2008), Society (Societies Registration Act 1860) or a Trust (Indian Trust Act 1882) / SHG and its amendment thereof.
- II. Consortium is not allowed.
- III. Must have an average Annual Turnover of **Rs.1 Crore or more** during the last three financial years (2022-23, 2023-24 & 2024-25). Turnover certificate from the Chartered Accountant in Form T3 along with the photocopies of the audited financial statement (P/L and Balance Sheet) for financial years (2022-23, 2023-24 & 2024-25) to be submitted.
- IV. Must have minimum 3 years of working experience in the field of **Help Desk services** in health facilities of Govt. Sector [State Govt. Organizations / Central Govt. Organizations / PSUs / Govt. owned Societies / Govt. Corporations] on the stipulated date of bid submission. Details of the projects executed must be submitted as per Format T4A.
- V. Must have provided at least **20** personnel as on date of bid submission. Work order / contract copies must be submitted in support of the no. of personnel deployed as per Format T4A.
- VI. Must have deposited EPF & ESI against all eligible staffs under its payroll for the last 3 months prior to month of publication of tender. The documents pertaining to ECR of EPF and Challans of ESI for the **last 3 months** prior to month of publication of tender must be furnished in the technical bid.

- VII. The Bidder must not have been blacklisted / debarred either by the tender inviting authority or by any State Govt. or Govt. of India organization and no blacklisting / debarment subsist on the bid submission due date. The agency shall submit undertaking regarding the same on Non Judicial Stamp paper of Rs. 20/- as per Format T6.
- VIII. Must have labour registration certificate.
- IX. Must have valid ISO 9001 : 2015 / ISO 45001:2018 certification
- X. Must be registered under EPF
- XI. Must be registered under ESI
- XII. Must have a PAN
- XIII. Must have appropriate GST registration number

2.3 Proposal Submission

Interested eligible bidders may submit their bid at O/o. CDM&PHO, Dhenkanal District Head Quarter Hospital, Dhenkanal, Dakhinakali Road, Dhenkanal – 759001 and accordingly quote price in the price bid.

The proposal shall be submitted in two parts:

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

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

- (i) The Proposal shall be typed or written legibly in indelible ink and shall be signed the authorized representative of the bidder.
- (ii) Power of Attorney for signing of bid: The bidder should submit a Power of Attorney as per the **Form T5**, authorizing the signatory of the bid to commit the bidder.
- iii) Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the Proposal have put his/their initial prior to submission of the same.

2.4 Bid Document Cost

The bidders shall have to furnish a bid document cost of **Rs.1,500/-** (non-refundable) in the shape of a **Banker's cheques / Demand Draft** from any Nationalized / Schedule Bank payable at **Dhenkanal** and in favour of **ZSS Deposit Account Dhenkanal**.

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

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

2.5 Earnest Money Deposit (EMD)

The bidder along with the technical proposal shall have to furnish Earnest Money Deposit (EMD) amounting to **Rs.20,000/-** (refundable) in the shape of Banker's cheques / Demand Draft from Nationalized / Schedule Bank payable at **Dhenkanal** and in favour of **ZSS Deposit Account Dhenkanal**.

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

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

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

2.6 Packing, Sealing and Marking of Proposal

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

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

(d) **Content of the Proposal**

I. Cover A (Technical Proposal)

The bidders are requested to submit a detailed technical proposal with respect to the outsourcing of Help Desk Services at health institutions during the proposed contract period in conformity with the Terms of Reference forming part of this RFP.

1. EMD of **Rs.20,000/-** in the shape of a Demand Draft in favour of **ZSS Deposit Account Dhenkanal**.
2. Bid document cost of **Rs.1,500/-** (Rupees One Thousand Five hundred) in the shape of a Demand Draft in favour of **ZSS Deposit Account Dhenkanal**.
3. Form T1
4. Form T2
5. Photocopy of the Registration Certificate of the Agency
6. Photocopy of PAN
7. Photocopy of GST, EPF, ESI & Labour Registration certificate
8. Photocopy of the ECR of EPF and Challans of ESI for the **last 3 months** prior to month of publication of tender towards EPF & ESI payment of the personnel deployed by the agency.
9. Photocopy of ISO 9001 : 2015 / ISO 45001:2018 certification
10. Form T3 (Turnover Certificate from the Chartered Accountant)
11. Photocopy of the audited Profit & Loss Statement in the last three financial years in support of the turnover certificate [2022-23, 2023-24 & 2024-25]
12. Form T4A - Relevant Experience Details in managing manpower services in State Govt. / Govt. of India Institution / Govt. undertaking / Corporation during the last three years.
13. Photocopies of work orders / contracts executed in support of the information furnished in Form T4A.
14. Form T5 - Power of Attorney authorizing the signatory for signing the proposal on behalf of the proposer/Bidder
15. Form T6 - Affidavit certifying that the Entity/Promoter(s)/Directors/Partner(s) of Entity are not blacklisted.
16. Form T7 - Letter of Declaration (Anti Collusion Certificate) mentioning that the bidder will not collude with the other bidders.
17. Any other details, the bidder like to include in the proposal.

II. Cover B (Financial Proposal)

1. The bidder must submit the Financial Proposal using Form specified in Form F1, F2, F3 with proper signature and seal of the bidder.
2. In case of any discrepancy between figures and words in the financial proposal, the one described in words shall be taken into consideration.

3. The same person signing the RFP shall sign the financial part also.

2.5 Number of Proposals

A bidder is eligible to submit **only one proposal** for the District, for which the bidder is submitting its bid.

2.6 Validity of Proposals

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

2.7 Cost of Proposal

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

2.8 Acknowledgement by the bidder

(a) It shall be deemed that by submitting the Proposal, the bidder has: -

- (i) made a complete and careful examination of the RFP;
- (ii) received all relevant information requested from the concerned District authority / Institution;
- (iii) acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the concerned district authority / institution relating to any of the matters stated in the RFP Document;
- (iv) satisfied itself about all matters, things and information, necessary and required for submitting an informed Proposal and performance of all of its obligations there under;
- (v) acknowledged that it does not have a Conflict of Interest; and
- (vi) Agreed to be bound by the undertaking provided by it under and in terms hereof.

(b) The concerned district authority / institution shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the concerned district authority. The tender inviting authority is not liable for any postal delay.

2.9 Language

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

in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

2.10 Proposal Due Date

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

2.11 RFP Opening

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



SECTION 3 - TERMS OF REFERENCE

3.1 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 "Citizens 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.

3.2 Scope of Work:

- a) Key to success of these services depends mostly upon well-trained personnel who can ready to respond quickly and effectively in any situation.

3.3 Responsibility of the Agency:

- a) Engage staffs of different category to manage various activities as per ToR.

3.4 Responsibilities of the Hospital Administration/ Authority:

The responsibilities of the Hospital Administration/ Authority shall include:

- a) Provide space for safe storage of equipment / instruments, place of sitting for supervisor.
- b) Verification of the monthly attendance report from the Biometric (with face reader / retina scan) Attendance System installed by the agency.

3.5 Manpower Norm:

The Norm for Help Desk is as mentioned below:

Help Desk Services	
District Head Quarter Hospital (DHH)	
Help Desk Manager	1
Help Desk Volunteer	6 (Lady Volunteer – 2 Min)
Sub Divisional Hospital (SDH)	
Help Desk Manager	1
Help Desk Volunteer	4 (Lady Volunteer – 1 Min)

3.6

I) Essential Qualification:

Sl.	Category	Minimum Qualification
1.	Help Desk Manager (Skilled)	Qualification : Minimum +2 Pass Age : <= 45 yrs.
2.	Help Desk Volunteer (Semi Skilled)	Qualification : Min. 10th Pass Age : <= 40 yrs.

II) Other Conditions for manpower Engagement

- a) The staff deployed through Agency in the health facility (ies) shall not claim any benefit, compensation, absorption or regularization of their services in the govt. establishment under the provision of any statutory act.
- b) The agency shall not employ any person below the age of 21 years. Employment of child labour will lead to the termination of the contract.
- c) The Agency shall be satisfied about the character and antecedents of every personnel before engaging them.
- d) CV of each personnel proposed along with the following documents are to be submitted by the Agencies:
 - 1) Educational Certificates
 - 2) Previous work experience
 - 3) Adhaar, PAN and Bank Account
- e) Working Shifts: The staff are expected to work in three shifts
First Shift : 7 AM – 3 PM
Second Shift : 3 PM – 11 PM
Third Shift : 11 PM – 7 AM
But the timings of the shift may be changed by the Hospital authority from time to time depending upon the requirements in consultation with the agency.
- f) Attendance of deployed staff :

The agency shall install the Biometric (with face reader / retina scan) Attendance System at the concerned health facilities (DHH / SDH). Both entry & exit time shall be recorded. Procurement, Installation & Maintenance of the biometric device shall be the responsibility of the agency.

The Registration Process of the staffs and monthly attendance report generation from the Biometric (with face reader / retina scan) Attendance System installed by the Agency shall be done by the Agency. The designated personnel (Medical Record Assistant) of the concerned health facility shall verify the same.
- g) The Hospital shall have the right within reason to have any person removed that is considered to be undesirable or otherwise and similarly Agency reserves the right to change the staff with prior intimation to the Tender Inviting Authority/Nodal officer of the health facility.

3.7 Training

- a) All the staffs engaged must have successfully undergone induction training.

SECTION 4 - TERMS & CONDITIONS

4.1 Period of Engagement

- a) The engagement of the Service provider shall be for a period of three years from the date of signing of contract. However, the agreement with the Service Provider shall be signed initially for a period of one year from the date of signing of the contract, which shall be renewed on a yearly basis based on satisfactory service of the Service Provider as per due assessment.
- b) The agency must sign the contract (in the given Format) within 15 working days of issue of Letter of Award / Intimation.

4.2 Notification of Award and Award of Contract

a) Notification of Award:

On evaluation of technical & financial parts of RFP and decision thereon, the selected bidder shall be notified by the district authority through a Notification of Award regarding its selection and instruction to sign the contract, deploy the required personnel and submit the performance security. The selected bidders shall communicate its acceptance within 7 days of issue of the Notification of Award.

b) Award of Contract:

The selected bidder shall have to deploy the required personnel with all other resource requirement as mentioned in clause 3.3 and execute the contract with the District Authority within 30 days from the date of Notification of Award. The terms and condition, terms of reference of this RFP along with documents and information provided by the selected bidder shall be deemed to be an integral part of the contract. Before execution of the contract, the selected bidder shall have to deposit the performance security deposit as per clause 4.4 mentioned below. At the time of signing of contract by the district authority, it is to be ensured by the district authority that the selected bidder has deployed the required personnel with all other resource requirement as mentioned in clause 3.3.

4.3 Allotment of Work Order:

- a) If any L1 bidder of the district decline the work order, in such case the concerned district authority has to negotiate with L2 (L3, L4..and so on in that order) bidder of that District to agree to the L1 price and to finalize the bidder & issue work order.



4.4 Performance Security

The performance security deposit is for due performance of the contract. As the contract shall be signed initially for a period of one year, the selected agency has to furnish a performance security deposit amounting to 5% of the total contract value (for one year) of the concerned district in the shape of DD / BG from a National / Scheduled Bank in India. The amount of Earnest money deposit of the selected bidder can be adjusted against the performance security deposit. The successful bidder in case of Local MSE will have to deposit 25% of the stipulated Performance Security (i.e. 25% of 5% of the total contract value for three years) by way of demand draft drawn on any Nationalized / Scheduled Bank payable at location of the concerned District or Bank Guarantee from any Nationalized / Scheduled Bank in favour of CDM&PHO cum DMD Dhenkanal. In case of BG, the BG shall have to be valid for a period of 90 days beyond the contract period. No interest shall be payable on the Performance Security. In case of renewal of the contract, the validity of the BG has to be duly revalidated for 90 days beyond the new contract period.

The District Authority in the following circumstances can forfeit it;

- 1) When any terms or the condition of the contract is infringed.
- 2) When the service provider fails in providing the required services satisfactorily.

4.5 Commencement of Service

The selected agency is required to start the service in the concerned district at designated facilities of that district (DHH and SDH) within 30 days of signing the contract.

4.6 Payment & Price Validity

- a) The Agency shall be paid on monthly basis as per the contracted rate relating to cost of manpower, other resource requirement and Service Charge. The monthly biometric attendance report shall be linked to the payment system. Hence the agency shall have to furnish the monthly biometric attendance report along with the monthly bill.
- b) While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF [Electronic Challan cum Return (ECR)], ESI (Challans) etc. for the previous month.
- c) The price as quoted by the Agency shall remain unchanged during the contract period except in case of revision in minimum daily wages by Govt. of Odisha, if the contracted amount is below the recommended rate as applicable.
- d) GST as applicable shall be paid at the applicable rate.
- e) TDS as applicable shall be deducted from the payment as per the Income Tax Act
- f) The Agency will ensure that workers engaged by them must receive their entitled

wages on time. In view of this, the following procedure will be adopted:

- 1) Agency shall pay their entitled wages by 10th of the following month. It shall not be linked to the payment of the bill from the concerned health institution or need for the checking & verification at their end.
- 2) Payment to such workers must be made by the service providers through e-transfer only. To ensure this, service providers will get a bank account opened for every engaged worker.

4.7 Penalty

In case the Agency fails to commence/execute the work as stipulated in the agreement or gives unsatisfactory performance or does not meet the statutory requirements of the contract, CDM & PHO cum DMD reserves the right to impose the penalty as detailed below:

a) Commencement of the Work:

- 1) 0.5% of annual costs of Contract / Agreement value (per health facility) per week of delay up to four weeks of delay per health facility.
- 2) After four weeks delay, the tender Inviting Authority reserves the right to cancel the whole contract or part thereof and withhold the agreement and get this job carried out by other successful bidder (L2 & so on). The earnest money/security deposit shall also be forfeited.

b) During Implementation

- 1) In case, the person deployed comes late / leaves early on three occasions, proportionate deduction will be made from the remuneration for one day.
- 2) In case any of Agency's personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of staff absent on that particular day shall be levied by the hospital authority and the same shall be deducted from the Agency's bills.
- 3) In case any public complaint is received attributable to misconduct/misbehavior of Agency's personnel & is assessed as true by hospital administration, a penalty of Rs.500/- for each such incident shall be levied and the same shall be deducted from Agency's bill. Besides, the staff found involved in the incident shall be removed from the health facility immediately. In such cases, the agency has to manage the duty by deploying suitable personnel as immediate replacement.
- 4) In case found indulging in drinking alcohol / substance and abusing during duty hours, a penalty of Rs.500/- for each such incident from the agency with removal of the offender with immediate effect.

4.8 General Conditions of the Contract

- a) The personnel provided shall be the employees of the Agency and all statutory liabilities will be paid by the Agency such as ESI, PF, Workmen's Compensation Act, etc.
- b) The Agency at all times should indemnify the contracting Authority against all claims, damages or compensation under the provisions of payment of wages Act; Minimum Wages Act; Employer's Liability Act; Workmen Compensation Act; Industrial Disputes Act,; Maternity Benefit Act, or any modification thereof or any other law relating thereof and rules made thereof from time to time. Contracting authority will not own any responsibility in this regard. Payment of minimum wages, notified by the government, shall be ensured all the time.
- c) The staff deployed through Agency in the health facility (ies) shall not claim any benefit, compensation, absorption or regularization of their services in the Govt. establishment either under the provision of Industrial Disputes Act. or Contract Labour (Regulation & Abolition) Act. The Agency should have to obtain an undertaking from the deployed persons to the effect that the deployed person is the employee of the Agency (Service Provider) and shall submit the said undertaking to the Contracting Authority. In the event of any litigation on the status of the deployed persons, the Contracting Authority/Society shall not be a necessary party, however in any event, either the deployed persons or to the order of the hon'ble court, the District Health Society may be a party in dispute to adjudicate the matter. The Agency has to reimburse the expenditure that would have been borne by the Contracting Authority.
- d) The staff deployed by the Agency shall not divulge or disclose any details of office, operational process, technical know-how, administrative/ organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the nodal officer of the health facility has every right to remove the said person immediately and the responsibility if any in this context is to be borne by the Agency.
- e) All liabilities arising out of accident or death while on duty shall be borne by the Agency.
- f) Adequate supervision will be provided to ensure correct & effective performance of the agency in accordance with the prevailing assignment and instructions agreed upon between the two parties.
- g) The Agency and its staff shall take proper and reasonable precautions to prevent loss, destruction, waste or misuse of the areas of the Hospital Premises.
- h) That in the event of any loss occasioned to the Hospital, as a result of any lapse on the part of the Agency as may be established after an enquiry conducted by the hospital, such loss will be made good from the amount payable to the Agency. The decision of the Tender Inviting Authority in this regard will be final and binding on the agency.
- i) The Agency shall be responsible to protect all properties and equipment of the health facility entrusted to it.
- j) Any damage or loss caused by Agency's persons to the hospital in whatever form, would be recovered from the Agency.



- k) In the event of any breach/violation or contravention of any terms and conditions contained herein by the Agency, the performance security deposit of the Agency shall be forfeited.
- l) Any liability arising out of any litigation (including those in consumer courts) due to any act of Agency's personnel shall be directly borne by the Agency including all expenses/fines. The concerned Agency's personnel shall attend the court as and when required.
- m) The Agency shall not engage any such sub- Agency or transfer the contract to any other person in any manner.
- n) Staff engaged by the Agency shall not take part in any staff union and association activities.
- o) The Hospital shall not be responsible for providing residential accommodation to any of the deployed personnel of the Agency.
- p) If as a result of post payment audit, any overpayment is detected in respect of any work done by the agency or alleged to have been done by the agency under the tender, it shall be recovered by the authority of the concerned health institution from the agency.
- q) If any underpayment is discovered, the amount shall be duly paid to the agency by the authority of the concerned health institution.
- r) The Agency shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the Tender Inviting Authority / Authority of the concerned health institution.
- s) The Agency will have to enclose the proof / copies of the challans showing payment of statutory dues for the previous month along with monthly bills.
- t) All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the nodal officer of the respective health facility (ies)/ Tender Inviting Authority/Contracting Authority. Agency and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Hospital and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.
- u) The Agency shall immediately intimate to the Controlling Authority about any criminal charge framed against the persons forming the agency in the course of their performance of duties. A copy of such communication shall also be sent to the officer-in-charge of the Police Station where the person charged against resides.
- v) The Agency shall be blacklisted if miserably performed as per assessment based on score card even after repeated notice for improving performance i.e. minimum 3 times. The Agency shall also be blacklisted if found indulging in such activity which will affect name & fame of the implementing agency.
- w) The Agency shall not assign or sublet this Agreement or any part thereof to any third party.
- x) The contract can be terminated at any time prior to its completion by either Party with 30 days of notice period.
- y) In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Agency will be liable to be forfeited by contracting authority



besides annulment of the contract.

- z) The Agency shall ensure that the person deployed are disciplined and shall enforce prohibition of consumption of alcoholic drinks, paan, gutkha, smoking, loitering and shall not engage in gambling or any immoral act.

4.9 Termination / Suspension of Contract

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

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

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

4.10 Modifications

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

4.11 Force Majeure

The Service Provider shall not be allowed to suspend or discontinue the Services during occurrences of emergencies or Force Majeure Events.

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

In such circumstances of emergencies and Force Majeure Event, if the Performance Standards are not complied with because of any damage caused to security services or any of the Project Facilities or non-availability of staff, or inability to Provide services in accordance with the Performance Standards as a direct consequence of such Force Majeure Events or circumstances, then no penalties shall be applicable for the relevant



default in Performance Standards and would be applied to such particular defaults. Further, unless the Force Majeure event is of such nature that it completely prevents the operation of services, a suspension or failure to provide Services on the occurrence of a Force Majeure event will be an Event of Default and the District authority may terminate this Agreement without any termination payment being made in respect thereof.

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

4.12 Settlement of Dispute

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

4.13 Jurisdiction of Court

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

4.14 Right to Accept and Reject any Proposal

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



SECTION 5 - CRITERIA FOR EVALUATION

5.1 Evaluation of Technical Proposals

Evaluation of proposals shall be made at the district level by the concerned district authority.

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 work plan presentation and awards of marks based on the following Criteria :

Sl. No.	Evaluation of Parameters	Total Marks	Criteria for award of Mark
1	<p>Experience: No. of years of Experience</p> <p>Experience in providing Manpower to State Govt. Organizations / Central Govt. Organizations / PSUs / Govt. owned Societies / Govt. Corporations (to be determined from the work order / contract copies) – Details to be furnished Form T4A</p> <p>[Renewal of a contract / Continuation of a contract during the above financial years are to be considered once for calculation of no. of contracts. The contract duration must be at least one year duration) - Details to be furnished Form T4A</p>	25	<ul style="list-style-type: none"> ● > 3 year ≤ 5 years : 10 marks ● > 5 years ≤ 10 years : 15 marks ● > 10 years : 25 marks
2.	<p>Experience : No. of Contracts Executed for Help Desk in health facilities of Govt. Sector</p> <p>Experience in execution of contracts related to provisioning of manpower for Help Desk to State Govt. Organizations / Central Govt. Organizations / PSUs / Govt. owned Societies / Govt. Corporations (to be determined from the work order / contract copies) – in the financial years 2023-24, 2024-25 & 2025-26 - Details to be furnished in Form T4B.</p> <p>[Renewal of a contract / Continuation of a contract during the above financial years is to be considered once for calculation of no. of contracts. The contract duration must be at least one year duration) - Details to be furnished in Form T4B.</p> <p>The contracts executed relating to manpower for Security / Housekeeping / Laundry Services / DEO / Plumber / Electrician / Attendant / Gardener / Supervisor / Techno Managerial shall not be considered as contracts for award of Marks]</p>	25	<ul style="list-style-type: none"> ● 1 no ≤ 5 nos : 10 marks ● > 5 nos ≤ 8 nos : 15 marks ● > 8 nos ≤ 10 nos : 20 marks ● > 10 nos : 25 marks
3	<p>Experience : * No. of Manpower Deployed during the last three financial years for Help Desk.</p> <p>Average no. of * manpower (other than manpower relating to Security / Housekeeping / Laundry</p>	10	<ul style="list-style-type: none"> ● 20-30 persons : 4 marks ● 31-40 persons : 6 marks ● 41-50 persons : 8 marks ● > 50 persons : 10 marks

	Services / DEO / Plumber / Electrician / Attendant / Gardener / Supervisor / Techno managerial) engaged in State Govt. Organizations / Central Govt. Organizations / PSUs / Govt. owned Societies / Govt. Corporations during the 3 financial years : 2023-24, 2024-25 & 2025-26 (to be determined from the work order / contract copies) – Details to be furnished Form T4B		
4	Total Average Annual turnover (Audited) (Average Annual Turnover of the financial years 2022-23, 2023-24 & 2024-25)	15	<ul style="list-style-type: none"> ● > 1 ≤ 3 crores : 5 Marks ● > 3 ≤ 4 crores : 10 Marks ● > 4 crores : 15 Marks
5	Quality Certifications of Bidder	5	<ul style="list-style-type: none"> ● ISO 9001:2015 OR ISO 45001:2018 : 2.5 Marks ● ISO 9001:2015 AND ISO 45001:2018 : 5 Marks
	Total Marks	80	

Any **forged document furnished** (which is found during the evaluation of bid) by bidders in support of the credentials related to evaluation parameters mentioned in the above table, shall lead to **rejection of their bid** and also these bidders shall be liable for blacklisting by the tender inviting authority for a period of one year from the date of blacklisting.

Financial proposal shall be opened after the technical evaluation is completed and **only those bidders** who score **at least 56 marks** in technical evaluation shall qualify for **financial bid opening**.

5.2 Evaluation of Financial Proposal

In the financial bid, the bidder with the **lowest monthly service charge %** shall be awarded the contract. However, in case of **multiple bidders** quoting the **same lowest monthly service charge %**, L1 shall be selected through a **transparent system of lottery**.

SECTION 6
GOVT. HEALTH FACILITIES OF THE DISTRICT & REQUIREMENT OF PERSONNEL

Category of Health Facility	No. of Health Facilities / No. of Beds		No of Help Desk Manager (Skilled)	No of Help Desk Volunteer (Semi Skilled)
	a	b		
	No(s)	No. of Beds	c	d
DHH	1	400	1	6
SDH (FRU)	2	100	2	8
TOTAL			3	14



RFP FORMATS

Help Desk Services at Govt. Health Institutions

TECHNICAL PROPOSAL

Check List (Technical Proposal)

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

Sl.	Particulars	Whether Submitted (Yes / No)	Page No.
1	EMD (DD of Rs.20,000/-)		
2	Bid document Cost (DD of Rs. 1,500/-)		
3	Form T1		
4	Form T2		
5	Copy of the company/Agency Registration certificate		
6	Copy of the GST registration certificate		
7	Copy of the EPF registration certificate		
8	Copy of the ECR towards submission of EPF & Challans of ESI for the last 3 months prior to month of publication of tender		
9	Copy of the ESI registration certificate		
10	Copy of the Labour Registration certificate		
11	Copy of PAN		
12	Photocopy of ISO 9001 : 2015 / ISO 45001:2018 Certifications		
13	Form T3		
14	Photocopies of the audited P/L account of each year highlighting the turnover in support of that		
15	Forms T4A, T4B		
16	Copies of Work Order/Contract certificates from the clients in support of Manpower Services executed in support of the information provided in Form T4A, T4B		
17	Form T5		
18	Form T6		
19	Form T7		
20	Any other relevant documents		



FORM – T1

(to be furnished in the technical proposal)

TECHNICAL TENDER SUBMISSION FORM

(On the letterhead of the agency)

To

The CDM & PHO cum DMD, Dhenkanal

Re. : RFP Reference no. _____ dated _____
(pl. mention the RFP reference no. mentioned in the RFP document)

Dear Sir / Madam,

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

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

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

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

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

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

Yours sincerely,

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

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)



FORM – T2*(to be furnished in the technical proposal)***PROFILE OF THE AGENCY**

Name of the Agency	
Office Address	
Status of the Agency (Whether registered under Company / Firm / Society / Trust/SHG)	
Name of the Chief Executive and authorized signatory	
Telephone Nos.: Landline	
Mobile	
Fax	
Email id (Official email id for correspondence if any)	
Date of Establishment	(furnish copy of the Registration Certificate of the Agency)
GST Registration No.	(furnish copy of the GST Registration of the Agency)
EPF Registration No.	(furnish copy of the EPF registration certificate of the Agency)
ESI Registration No.	(furnish copy of the ESI registration certificate of the Agency)
Income Tax No. (PAN)	(furnish copy of the PAN)
No. of branch offices in Odisha with location details	
Bank Details of the Bidder: The bidders have to furnish the Bank Details as mentioned below for return of EMD / Payment for services if any (if selected)	a. Name of the Bank : b. Name of the Account & Full address of the Branch concerned c. Account no. of the bidder : d. IFS Code of the Bank :

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

Name and Title of Signatory: _____

(Organization Seal)

FORM T3

(to be furnished in the technical proposal)

ANNUAL AVERAGE TURN OVER STATEMENT

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

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

Sl.	Financial Year	Turnover in Rs.
1	2022-23	
2	2023-24	
3	2024-25	
Average Annual Turnover in Rs.		

*Provisional audited statement shall not be considered.

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No.:

UDIN:

Note:

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

FORM T4A

(to be furnished in the technical proposal)

PAST EXPERIENCE IN MANPOWER SERVICES

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

[This format is required for assessment no. of years of experience in Manpower Services]

Sl.	**Name /address of the Institution for which Manpower Services assignments were undertaken	Date of award of Assignment	Date of completion of assignment	Value of the Assignment	Designations of the Manpower deployed	Work Order / Contract enclosed (Yes / No)	Page no (s) in your bid where the copies of the relevant work order / contract is (are) placed
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
....							

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

Name and Title of Signatory: _____

(Organization Seal)



Form T5

(to be furnished in the technical proposal)

Format for Power of Attorney for Signing of Proposal

(On a Stamp Paper of relevant value)

Power of Attorney

Know all persons by these presents, We..... (name and address of the registered office) do hereby constitute, appoint and authorize Mr / Ms.....(name and residential address) who is presently employed with us and holding the position ofas 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 Help Desk Services 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 / Institution 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 _____ 2026

For _____

(Name, Designation and Address)
Accepted

_____(Signature)
(Name, Title and Address of the Attorney)

Date : _____

Note:

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

FORM T6

(to be furnished in the technical proposal)

**Format for Affidavit certifying that Entity / Promoter(s) /Director(s)/Partners
of Entity are not blacklisted
(On a Stamp Paper of relevant value)**

Affidavit

I, representing 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 Tenders as on the_____ (Date of Signing of this proposal). I certify that our organization have not committed any offence under the Prevention of Corruption Act, 1988 or the Indian Penal Code or any other law for time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of public procurement contract.

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

Dated thisDay of....., 2026

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

Name and Title of Signatory: _____

(Organization Seal)



FORMATS

Help Desk Services at Govt. Health Institutions

FINANCIAL PROPOSAL

Check List (Financial Proposal)

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

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

FORM F-1

(To be submitted with Financial Proposal)

To
The CDM & PHO cum DMD, Dhenkanal

Re. : RFP Reference no. _____ dated _____
(pl. mention the RFP reference no. mentioned in the RFP document)

Sub: Request for Proposal for Help Desk Services at Govt. 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 contract, I/We hereby propose to offer the services as described in the RFP document in conformity with the conditions of contract, 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 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 Prices as appended herewith.

Encl: Schedule of Prices (Form F2)

Yours sincerely,

Authorized Signatory [In full and initials]: _____

Name and Title of Signatory: _____

Name of Agency: _____

Address: _____

(Organization Seal)

M

FORM F-2

(To be submitted with Financial Proposal)

Price Format for the Help Desk Services Name of the District /Other Institution:

Sl.	Particulars	Monthly Cost per Personnel (Rs.) exclusive of GST				**No. of Personnel	Total Cost / Month (Rs.) (exclusive of GST) (up to two decimal places only)
		*Take home Remuneration / Month (30 days service)	EPF (Employer's share of 13%)	ESI (Employer's share of 3.25%)	Total (per personnel per Month) d = a+b+c		
1	Human Resource (HR)	a	b	c	e	f = d x e	
1.1	Remuneration of Help Desk Manager (Skilled)						
1.2	Remuneration of Help Desk Volunteer (Semi-Skilled)						
2	Total HR Cost / Month [f of 1.1 + f of 1.2]						
3	Service Charge**						
3.1	Service Charge (in %) [for example 3.85%, 4%, 4.5% etc. and not in amount] as per Govt. rule.					(up to two decimal places only)	
3.2	Service Charge (Amount calculated in Rs. based on the above % mentioned in 3.1) on & above the Total HR Cost / Month mentioned at Sl.2 (excluding EPF, ESI & GST)					(up to two decimal places only)	
4	Total Cost per Month (Sl. 2 + Sl. 3.2) (exclusive of GST****)					(up to two decimal places only)	

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

Note:

- * The monthly take home remuneration must be based as per minimum wages act vide the latest notification (as on the date of tender submission) issued by Labour Commissioner, Odisha for Skilled and High Skilled personnel. This should take into account 30 days service of personnel / month required at the health institutions as Help Desk operation shall be required round the clock in a day and also to arrive at a total cost for evaluation purpose based on the quoted price of all bidders in an equitable platform. There must not be any compromise on the take home remuneration mentioned above.
- ** The total no. of personnel required for the District is mentioned at Section-6 (Column c & d). The bidders are requested to go through the Section-6 (Column c & d) carefully required by the District and according put the total no. of personnel figure in the column 'e' against Sl. No.1.1 & 1.2 of Form F2.
- *** The minimum service charge shall be 3.85% of the total HR Cost (excluding EPF, ESI & GST) mentioned in Sl. 2 (column f under Sl. No.2). The service charge should not exceed 7%. If a bidder quote service charge less than 3.85% or more than 7%, it will be treated as non-responsive and shall be disqualified.

**** GST shall be paid extra on the total cost per month mentioned in Sl. No. 4. GST shall be applicable as per the prevailing rate of GST act.

Date :

Place:

Authorized Signature

Full Name:

Organization Seal

Annexure - I

AGREEMENT

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

Reference:

- (i) RFP Reference No _____ dated _____ and subsequent Amendment / Pre-bid clarification issued by the Tender Inviting Authority
(ii) Service provider's bid submitted dated _____

1. An agreement made on the _____ day of _____ 2026 BETWEEN.....(hereinafter called "the approved service provider", which expression shall, where the context so admits, be deemed to include his heirs successors executors and administrators) of the **one part** AND the CDM&PHO, Dhenkanal (hereinafter called "the District Authority" which expression shall, where the context so admits be deemed to include his/her successors in office and assigns) of the **other part**.
2. Whereas the approved service provider has agreed with the District Authority / Institution to manage the Help Desk Services in the Health Institutions in the manner set forth in the terms of the **Request for Proposal (RFP) reference no.** _____ And whereas the approved service provider has deposited a sum of Rs.....(Rupees) only in the form of as Performance Security of the project.
3. Name of the Health Facilities of the District to be covered under Help Desk
Services: i)
ii)
iii)
4. **NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**
 - (a) The following documents shall be deemed to form part of and be read and constructed as Integral part of this Agreement, viz.:
 - i) Terms & conditions of the RFP reference no. cited above
 - ii) Terms of Reference of the RFP reference no. cited above.
 - iii) Amendment / Clarification to Pre-bid queries of the RFP reference no. cited above

The approved service provider shall be paid at the rate as offered by them in the financial proposal towards monthly cost of the Help Desk Services as mentioned below:

- i) Per Help Desk Manager /month : Rs._____/month No. of Help Desk Manager / Month : _____
 - ii) Per Help Desk Volunteer /month : Rs._____/month No. of Help Desk Volunteer / Month : _____
 - iii) Total HR Cost (exclusive of GST): _____
 - iv) % of Service Charge : _____% of the total HR Cost (exclusive of EPF, ESI & GST)
 - v) Total Cost per Month (HR Cost + Service Charge) (exclusive of GST): _____
 - vi) GST (%) : _____
- (b) In consideration of the payment to be made by the District Authority / Institution as above, the approved service provider will duly implement the project in the manner set forth in the terms of the RFP.
- (c) The terms & conditions and terms of reference of the RFP appended to this agreement will be deemed to be taken as integral part of this agreement and are binding on the parties executing this agreement.
- (d) Following documents / letters /correspondence undertaken between the parties shall also form part of this agreement :

District Authority	Approved Service Provider
(a) Request for proposal and any amendment thereof.	a) Proposal Submitted in response to RFP
(b) Office Order subsequent to RFP	b) SOPs in respect to Help Desk Service Operation.

5. Payment

- (a) The District / Institution 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 / Institution Authority will pay or cause to be paid to the approved service provider at the time and in the manner set forth in the said terms.
- (b) The mode of payment is as specified below:

The payment shall be paid on a **monthly basis** upon submission of bill with biometric attendance chart of the deployed manpower. The bills should be in the name of the concerned authority of the District / Institution.

f Operational Parameter and Penalty

The successful bidder has to operate the Help Desk Services 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. The penalties shall be imposed as specified clause 4.7 of the RFP (Terms & condition)

7. Period of Engagement/Duration of Contract

The engagement of the Service provider shall be for a period of three years from the date of signing of contract. However, the agreement with the Service Provider shall be signed initially for a period of one year from the date of signing of the contract, which shall be renewed on a yearly basis based on satisfactory service of the Service Provider as per due assessment.

8. Schedule of Implementation

The agency is required to set up the Help Desk Services with all personnel within 30 days of signing the contract.

9. Termination /Suspension of Agreement

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

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

a) If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the District Authority / Institution have subsequently approve in writing.

b) If the service provider becomes insolvent or bankrupt.

If, as a result of force majeure, the service provider is unable to perform a material portion of the services for a period of not less than 60 days: or

c) If, in the judgment of the District Authority, the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

10. 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.

11. Jurisdiction of Court

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

In witness whereof the parties hereto have set their hands on the..... day of..... 2026.

Signature of the Approved Service Provider

Signature of CDM & PHO cum DMD
Dhenkanal

Date:

Date:

1. Witness

1. Witness

2. Witness

2. Witness

