

**District Magistrate cum Deputy Commissioner, Palamu**  
**(District Planning Office, Palamu)**

1<sup>st</sup> Floor Block -A; New Administrative Building, Medininagar 822101

Contact No. : 06562-230859,

Email: dpopalama@gmail.com, website: www.palamu.nic.in

**Tender Reference No:-**

**Date:-11.02.2019**

**Expression of Interest**

<b>S. No</b>	<b>Information</b>	<b>Details</b>
1	Name of the work	Aarogya Sahiya: Innovative Skill Enhancement cum training.
2	Period of Work	270 days
3	Date of Publication of Bid on website	Date- 11.02.2019
4	Tender Cost	Rs 2,000.00 (In form of DD) in favour of Deputy Commissioner, Palamu
5	Earnest Money to be Deposited (EMD)	1. Rs 2,00,000.00 (In form of DD) in the favour of Deputy Commissioner, Palamu 2. In case of successful bidder, EMD shall be converted and adjusted against the security deposit. 3. EMD of all unsuccessful bidders will be refunded by the District Administration within 30 days of finalisation of contract with the successful bidder.
6	Last date and time of receipt of Tender	Date- 25.02.2019 till 03:00 pm
7	Bid submission Place	District Planning Office 1 <sup>st</sup> Floor, Block A, New Collectorate Building, Medininagar
8	Date and Time of Bid Opening Validity of Bid	Date- 25 .02.2019, 03:30 pm 1 <sup>st</sup> Floor, Block A, New Collectorate Building, Medininagar
9	Bid Opening Place	Chamber of Deputy Commissioner, 1 <sup>st</sup> Floor, Block A, New Collectorate Building, Medininagar. 822101
10	Name & address of office inviting tender	Collectorate Office Palamu, Kutchery, 822101
11	Helpline Number	06562- 230859; +91-7482091562

**NOTE:- For further information please visit website:**

1) [www.palamu.nic.in](http://www.palamu.nic.in)

**Deputy Commissioner  
Palamu.**

# Collectorate Palamu, Jharkhand

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## (District Planning Office) Request for Proposal (RFP)

### 1. Background

District Administration Palamu invites Expression of Interest for the project of “**Aarogya Sahiya: Innovative Skill Enhancement cum Training.**” for 200 Sahiya (Asha Worker) in Palamu District. This project seeks to enhance the technical capability of Sahiya on Curative and Emergency Health Services. At present, Sahiyas’ skill set is capable and trained of providing preventive healthcare services however, a dearth of Doctors, Nurses and Paramedics in remote areas make unable to provide clinical services at interior geographical areas. To ensure the clinical assistance and identifying emergency medics situation, Sahiya can play vital role being ‘First Contact Clinical Assessor’ of the patient. Sahiya can be trained for using technology equipment to assess the critical emergency and referral condition of patient. Arogya Sahiya Project is identified in 12 sub Health Centre Manatu block.

### 2. Objective of setting up VRSC Aarogya Sahiya Program

The main objective of setting up **Aarogya Sahiya** is as follow:

- To develop Clinical Examination skills to assess the patient’s condition by the Sahiya
- To enhance clinical examination skill of patients and effective referral process to doctors for proper assistance to the patients.
- To provide training and capacity building of Sahiyas to access the Techno Health Solution for clinical assistance.
- Capacity Building on ‘Life Saving Support’ health services during trauma and accidents.
- To equip with the understanding of “When and how to fetch an Ambulance

### 3. Scope of Work

#### A. List of Broad Activity

- The Bidder will provide training to Sahiya on Detect and Assess critically ill patients and how to ensure primary management of healthcare.
- To provide training on how to detect and assess of critical and non-critical patient situation and providing basic relief to non-critical patients.
- To enhance the capability of Sahiya for identifying clinical severity and how to provide quality life saving healthcare services to patients in remote areas.
- To Provide training on Life Saving First Aid and Health Care during the Trauma and Injuries

- To provide training and techno-based health Solution and equipment such as **Software/Apps/Mobile/Tab (Branded) etc.**
- To Supply Examination & Treatment Kit for 200 Sahiyas and necessary medicines to deal with elementary basic medical services at door step.
- Post training support to Sahiya in carrying out their work as first respondent medical counsellors and emergency health service providers
- Provide emergency and OTC medicines regularly for 9 months period after training.
- To develop a dashboard to monitor Program Execution and patient outreach by Sahiya during the tenure.

#### **B. Equipment list**

- Stethoscope
- Blood pressure apparatus
- 3.Thermometer
- First aid kit: sponge holding forceps, Scissor, stitching needles, kidney tray, steel bowl, tissue forceps, needle holder, steel tray

#### **C. Medicine kit**

- Tabs Paracetamol, metronidazole , ondansetron, Dicyclomine, Cotrimoxazole, Amoxiciline, Cefixime, Quinine, Anti cold tabs, Diclofenac with muscle relaxant, ORS, Terbutaline tab
- Inj Tet vac, ondansetron, Diazepam
- IV cannula, I.V set and iv fluids
- Anti cold syrup, terbutaline syrup
- Hand gloves, face Mask, caps, drapes and sterile sheets, splints, cotton roll, bandages, dressing pads, gauge pieces and cotton swabs

### **4. Responses to Pre-Bid Queries and Issue of Corrigendum**

- a. The Nodal Officer notified by the District Administration will endeavour to provide timely response to all queries. However, the District Administration makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does the District Administration undertake to answer all the queries that have been posed by Bidders.
- b. At any time prior to the last date for receipt of bids, the District Administration may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum(s) & clarifications to the queries from all Bidders will be published in the District Official Website, Palamu and emailed to all prospective Bidders to whom the RFP was issued including participants of the pre-bid conference.
- d. Any such corrigendum(s) shall be deemed to be incorporated into this RFP.

- e. In order to provide prospective Bidders reasonable time for taking the corrigendum(s) into account, the District Administration may, at its discretion, extend the last date for the receipt of Proposals.

## **5. Key Requirements of the Bid**

### **A. Right to Terminate the Process**

The Administration may terminate the RFP process at any time and without assigning any reason. The Administration makes no commitment, expressed or implied that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by the Administration. The bidder's participation in this process may result the Administration selecting the bidder to engage towards execution of the contract.

### **B. RFP Document Fees**

The RFP documents have been made available to the bidders with cost of Application/Tender Fee of Rs. 2,000 (two thousand rupees) in the form of an account payee Demand Draft in the favour of 'Deputy Commissioner, Palamu' payable at Daltonganj.

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

- a. Bidders shall submit, along with their Pre-Qualification Proposals, an EMD of Rs. 2.00 lakh (Rupees two lakh only) in the form of an account payee Demand Draft OR Banker's Cheque OR Bank Guarantee. The payment transfer related information is as follows:
  - i. BG for EMD in the format specified in Appendix – 4 issued by a financial bank in favour of 'Deputy Commissioner, Palamu' payable at Daltonganj.
  - ii. Demand Draft/Banker's Cheque: in favour of 'Deputy Commissioner, Palamu' payable at Daltonganj.
  - iii. The EMD instrument should remain valid for a period of 45 days beyond the bid validity period of 90 days.
- b. EMD of all unsuccessful bidders will be refunded by the District Administration within 30 days of finalisation of contract with the successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix – 4
- c. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d. The bid / proposal submitted without EMD, mentioned above, shall be summarily rejected.

- e. The EMD may be forfeited:
  - i. If a bidder withdraws its bid during the period of bid validity.
  - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

#### **D. Submission of Proposals**

- a. The bidders should submit their responses as per the format given in this RFP in the following manner.
- b. The responses (Pre-Qualification, Technical Proposal and Financial Proposal should be covered in three separate sealed envelopes super-scribing “**A-Pre-Qualification Proposal**”, “**B-Technical Proposal**” and “**C-Financial Proposal**” respectively. Each copy of each bid should also be marked as “**Original**” OR “**Copy**” as the case may be.
- c. Please note that prices should be indicated in the Financial Proposal only.
- d. The three separate envelopes containing Pre-Qualification Proposal with EMD, Technical Proposal and Financial Proposal should be put in another single sealed envelope clearly marked “**Response to RFP for Aarogya Sahiya: Innovative Skill Enhancement cum Training:** ”- <RFP reference no.>and the wordings “**DO NOT OPEN BEFORE 3:30 PM on 25.02.2019**”.
- e. The outer envelope thus prepared 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”.
- f. All the pages of both original and copy of the proposals must be serially numbered (page <.> of <.>) and must contain an index with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- g. The original Proposal/Bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting.
- h. All pages of the original and copy of the bid documents shall be signed and stamped by the person or persons authorised to sign the bid.

#### **E. Authentication of Bids**

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

#### **F. Preparation and submission of Proposal**

##### **i. Proposal Preparation Costs**

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 Administration to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. The Administration will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

##### **ii. Language**

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

### iii. Venue & Deadline for Submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to the District Administration at the address specified below: Addressed to	Deputy Commissioner, Palamu
Address	Collectorate Office Palamu, Kutchery, 822101
Telephone	06562-230859
Email ID	dpopalamau@gmail.com
Last Date & Time of submission	3.00 PM on 25.02.2019

### G. Evaluation Process/ Selection Procedure

- a. The Administration will constitute a **Aarogya Sahiya Evaluation Committee** to evaluate the responses of the bidders.
- b. The Aarogya Sahiya Evaluation Committee constituted by the Administration shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- c. The decision of the Aarogya Sahiya Evaluation Committee in the evaluation of the responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- d. The Aarogya Sahiya Evaluation Committee may ask for meetings and presentations with the Bidders and/or seek clarifications on their proposals.
- e. The Aarogya Sahiya Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

### H. Tender Opening

The Proposals submitted up to 3.00 PM on 25.02.2019 will be opened at 3:30 PM on 25.02.2019 by the Nodal Officer or any other officer(s) authorized by the Administration, in the presence of such of those Bidders or their representatives who may be present at the time of opening. The representatives of the bidders should carry the identity card or a letter of authority from the bidding firms to identify their bonafide for attending the opening of the proposal.

### I. Bid Validity

The financial offer submitted by the Bidders should be valid for minimum period of 90 days from the closing date of submission of the bid.

### J. Bid Evaluation

- a. Bid evaluation will be held in two stages. Initial Bid scrutiny will be held after opening the Pre-Qualification Proposals and also after opening of Technical Proposals. Following defects of bids detected during initial scrutiny will be treated as non-responsive, if proposals;
- are not submitted as specified in the RFP document
  - are received without the Letter of Authorization (Power of Attorney)
  - are with incomplete information, subjective, conditional offers and partial offers
  - are submitted without the documents requested in the checklist
  - have non-compliance of any of the clauses stipulated in the RFP
  - are with lesser validity period
  - are without required EMD
- b. All responsive Bids will be considered for further processing as below.

The Administration will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the RFP. All eligible bids will be considered for further evaluation by the Committee according to the Evaluation process defined in this RFP document. The decision of the Committee shall be final in this regard.

#### **K. Consortiums/Joint Venture**

Any consortium or Joint Venture of bidders is not permissible. Bidders are required to respond to the RFP and participate in the bidding process as individual entity.

### **6. Eligibility Criteria (Pre-qualification Criteria)**

<b>#</b>	<b>Qualification Criteria</b>	<b>Documentary Evidence Required</b>
1	The Bidders shall be either a company incorporated under the Companies Act, 2013 or the Companies Act, 1956, or a Trust established under Indian Trust Act, 1882 or a Society established under Indian Societies Registration Act, 1860, and no other entity (save and except as aforesaid entities) shall be deemed as qualified to submit its Bid in terms hereof. <b>Consortium in any form is not allowed.</b>	Agency should provide the AoA ( in case of registered firm), Bye Laws and certificate of registration (in case of Pvt Ltd. and LLC) and Partnership Deed (in case of partnership deed). Incorporation certificate must be provided.
2	The Bidder/Agency should be registered with the GST/PAN/ TAN Number.	Provide the copy of PAN TAN and GST registration number.
3	The Bidder/Agency should be minimum total number of Annual Turnover <b>Rs. 2.00 Cr</b> (on an average). From IT services for the last 3 financial years at the time of filing quotation.	Provide the copy of the audited P&L statement/Balance sheet/Net worth of the company and certified from the CA clearly stating the turn over from the healthcare services on Management, Maintenance and operations.
	The Bidder/Agency should have to pay Cost of Application Document of Rs. 2000/-	Provide the DD at the time of Technical and Financial Bid Submission.

	The Bidder/Agency should be deposited an <b>Earnest Money (EMD) of Rs. 2,00,000/- (two lacs only)</b> in form of a Demand Draft/BG/FDR, DD must be drawn from a nationalized bank, in favor of “ <b>Deputy Commissioner, Palamu</b> , payable at <b>Daltonganj</b> . And it should be valid atleast minimum one year from the date of tender opening.	Provide the DD at the time of Technical and Financial Bid Submission.
4	The Bidder/Agency should be positive net worth for each of the last 3 financial years (FY 2015-2016, 2016-17, 2017-18)	Provide the copy of the audit balance sheet of the company and certificate from the chartered Accountant clearly stating the turnover from IT services.
5	The Bidder/Agency shall be specialized in operation, maintenance and management of healthcare services of a Government Hospital/Health Center or Private hospital/Nursing home training and capacity building experience in the areas of implementing similar project during the <b>last three years</b>	Relevant Project implementation experience with work orders have to be submitted.
8	The Agency should have valid service tax return returns for the last three financial years (FY 2015-2016, 2016-17, 2017-18) issued by Service Tax Department.	Provide Documentary proof of Service Tax returns for the last three financial years.
9	The Agency should have office in Jharkhand. In case of agency has no presence in Jharkhand, agency shall furnish an undertaking that an office shall be opened in Jharkhand with sufficient personnel and inventory of spares within a month of selection as Successful Bidder.	Copy of Electricity Bill, Tax Bill or Copy of the Agreement to be attached.
10	The Agency shall not be under a declaration of ineligibility for corrupt or fraudulent practices, and should not be blacklisted by any state Govt./ Central Govt./ PSU for any reason.	The Agency should provide affidavit in original for non-engagement in fraudulent corrupt practice, non-blacklisting in any Govt./PSU in the last three financial years.

## 7. Late BID

Any bid received by the district planning office after the stipulated time and date for the receipt of bids prescribed in this document will be rejected and be returned unopened to the Agency.

## 8. Performance Security

- i. 10% as performance security of the total bid/ Contract value will have to be deposited in the form of bank guarantee/ demand Draft in favour of **Deputy Commissioner, Palamu** payable at **Daltonganj**, by the lowest evaluated responsive bidder before the award of work. The performance security will be



refunded only after the expiry of Guarantee/ Warranty/ maintenance period as specified in the bid document/ agreement.

- ii. The performance security deposited shall be forfeited in case any terms and condition of the contract/ agreement are infringed or the bidder fails to complete the work in time.

## **9. Availability of the infrastructure & Penalty for Non Performance**

- a. Onsite maintenance of all hardware software equipment for Aarogya Sahiya
- b. Training on operations and usage of healthcare technology solution to Sahiyas
- c. Help desk service for hardware and software related problems.
- d. Installation of application software for healthcare services

## **10. Responsibilities**

- a. The agency shall ensure repairing/ replacement of all faulty material within the shortest possible time thus ensuring minimum downtime, falling which applicable penalty will be imposed.
- b. The Agency shall be responsible for maintaining the desired performance and availability of the system/services.
- c. If any equipment gives continuous trouble, say six time in one month during the contract period, the agency shall replace the hardware equipment with new one without any addition cost to the purchaser.

## **11. Maintenance Service:**

Free equipment maintenance and replacement of product (Hardware& Software equipment/medical examination kit/medicine) service shall be provided by the Agency during the period of contract. During the contract period, if the complaint is not attended and resolved within 4 school working days, after lodging complaint for each delayed day following penalty will be deducted, @200/- delayed days, from the **Performance Security**.

## **12. Duration of Work.**

- i. Bidder/Agency must complete the proposed training module for 200 Sahiya in three months and regular follow up monitoring for 9 months from the date of awarded of work order. Location details are given in '**SCOPE OF WORK**'
- ii. Agency must provide technical, Medical Testing Equipment and Medicine Kit on the schedule time as proposed as well as regular monitoring and training support of the Sahiya.
- iii. At the end of nine months Bidder/Agency must provide the Analytical Impact report of the program – Aarogya Sahiya on Healthcare services.

S No.	Particulars	Expected quantity	Unit	Unit Rate	Total Amount in Figure
A	C	D	E	F	G
1	<b>Particulars.</b>				
2	Hardware and Software device for healthcare services	For 200 Sahiyas			
3	Training on enabling skills of sahiyas on assistance of Clinical and Emergency healthcare services.	For 200 Sahiyas			
4	Medical Examination Kit	For 200 sahiya			
5	Medicine kit	For 200 sahiya for 9 months			
6	Consulting Charges for Expert trainers				
7	Travelling, Boarding and Logistic Charges .				
8	Monitoring & Management				
9	Administration cost				
10	Operation and Maintenance				

### 13. Terms of Payment

- i. The payment will be made to the agency within 30 days of the successful bidder's invoice which is issued only upon the Deputy Commissioner, Palamu acceptance of work as specified in the contract.
- ii. Payment against the invoice referred to above will reflect any discount shown under the payment terms provided payment is made within the period shown in the payment terms contract.
- iii. The Price shown in the contract cannot be increased except by expressing written approval provided by DC Palamu against the request submitted by the agency.
- iv. The payment will be made in five different stages. First instalment of 20% payment will be made after the contract award. Second Instalment of 20% payment will be made in middle of the training as per the contract norms. Third Instalment of 30% payment will be made after the successful training accomplishment of 200 Sahiyas. Fourth instalment of 20% will be paid after four months of training accomplishment and submission of progress report after training impact of 200 Sahiyas. And Fifth Instalment of 10% which is kept as Performance security will be paid after the successful completion of project and handed over the deliverable as mentioned in the contract.

### 14. Evaluation

Evaluation shall be on the basis of following three areas of scores. The weightage shall be accordingly.

<b>Evaluation Segments</b>	<b>Score percentage</b>
Technical Quality and Healthcare Service	50%
Financial/Commercial Bid	25%
Presentation	25%

**a. Technical Bid: Marks - 60**

Technical Proposal will be assessed on the basis of given criteria and look at document thoroughly on - proper signature, eligibility requirement as specified, confirm the terms, condition and specification of system technology for and internet connectivity facility.

<b>S. No.</b>	<b>Evaluation Criteria</b>	<b>Parameters</b>	<b>Max. Marks</b>	<b>Supporting Documents</b>
<b>COMPANY PROFILE</b>			<b>10</b>	
1.	Average annual turnover from services related to operation, maintenance and management of healthcare services of a Government Hospital/Health Center or Private hospital/Nursing home training and capacity building and its associated maintenance services, packaged software etc. in last 3 financial years (Turnover in Rupees in crores)	>=Rs.4 crore: 5 marks, >=Rs.2 crore but <Rs.4 crore: 4 marks >=Rs.1 crore but <Rs.2 crore: 3 marks, >=Rs.0.5 crore but <Rs.1 crore: 2 marks <Rs.50 crore: 0 mark	5	Extracts from the audited Balance Sheet and Profit & Loss; OR Certificate from the statutory auditor for last 3 financial years
2.	Number of full-time professional staff engaged in healthcare services Educational Software Installation, monitoring and maintenance services	>=50 : 5 marks, >=30 but <50: 3 marks, >=20 but <30 : 2 marks, <10 : 0 mark	2.5	A self certification from authorized signatory
3.	Geographical Presence of the Consulting organization (Number of company offices located in State, Divisional Head Quarter, District based offices,)	If office available in Palamu district: 5 marks; If office available in Palamu division : 4 marks If office available in State (Ranchi): 3 If office available in other state: 2 mark	2.5	A self certification from authorized signatory
<b>RELEVANT PAST EXPERIENCE</b>			<b>10</b>	
4.	Experience of relevant project/similar project in India that have either been completed or ongoing projects where similar deliverables or milestones have been successfully achieved. The work order should have been issued within the last 5 years as on the date of issue of this RFP.	>=5 projects: 15 marks, 4 Projects: 12 marks, 3 Projects: 10 marks, 2 Projects: 5 marks, <2 Projects: 0 mark	10	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor)

				OR Work Order + Phase Completion Certificate (for ongoing projects) from client
<b>APPROACH &amp; METHODOLOGY</b>			<b>20</b>	
	Approach and Methodology to perform the work in this assignment: i. Understanding of the objectives of the assignment: The extent to which the Consulting Agency's approach and work plan corresponding with the objectives indicated in the RFP ii. Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Scope of Work		5	A note
6.	Demonstration of understanding of the Project Component's requirements	Assessment to be based on: ○ Training module ○ Expert trainers resource utilization ○ Healthcare based software/Apps Technology uses ○ Medical and examination kit and their management & monitoring outline	10	A note
7.	Project work break down structure	Assessment to be based on: ○ Overall Timelines ○ Resource assignments (relevance to the task assigned) ○ Dependencies	5	A note
<b>RESOURCE PROFILE:</b>			<b>10</b>	
	Resume of all consultants proposed for the assignment 1. Project Manager (Overall in-charge):1 2. Expert Doctors trainer ( Healthcare Service based Projects):	List of key persons whose CV and experience would be evaluated needs to be provided. Marks will be awarded on the	10	CVs of persons proposed for the assignment

		basis of the period of relevant experience of the proposed Staff. 1. Project Manager: (a) 12 years or more- 6 marks (b) 8 years to <12 years-4 marks (c) Less than 8 years-2 marks 2. Expert Doctors trainer: (a) 6 years or more- 4 marks (b) 3 years to <6 years-3 marks (c) Less than 3 years-2 marks (years for the above purpose shall be reckoned as twelve completed months)		
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**Bidders, whose bids are responsive and who score at least 15 marks in the technical evaluation criteria would be considered technically qualified.**

**b. Financial Bid Evaluation: Marks -25**

- i. **The Financial Bids should be submitted with Product specification & cost wise of proposed solution** and it will be opened in the presence of Bidder's representatives. The date, time and venue of opening of financial bid will be communicated to the technically qualified bidders separately and/or posted in the District Administration website [www.palamu.nic.in](http://www.palamu.nic.in).
- ii. If an Agency quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- iii. The Agency/Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the bidders which did not get disqualified on the basis of point (b) above). Financial Scores for other than L1 bidders will be evaluated using the following formula:

**Financial Score of a Bidder (Fn) =**  
*{(Financial Bid of L1/Financial Bid of the Bidder) X 30} (Rounded off to two decimal places)*

- iv. Financial Bid price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- v. The **bid price will include all taxes and levies** and shall be in Indian Rupees.
- vi. Any conditional bid would be rejected.

- vii. **Errors & Rectification:** Arithmetical errors will be rectified on the following basis:  
“If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.
- viii. The maximum amount of Annual Concession Fee for each Project Facility is **Rs 1,00,000,00/- (Rs one crore only)** of operation. Bidder are directed to quote subject to this maximum amount. Any quote more than this maximum amount shall be rejected and will not be considered for evaluation.
- ix. The Bidder shall require to provide a break up of Salary component and Non- Salary component in the Financial Bid. Sub-head wise cost breakup is mandatory to submit.

**c. Presentation: Marks- 25**

The Bidder’s presentation will be assessed on the basis on the following criteria: -

1. Understanding of scope of work and their methodology to execute the project in the given timeline.
2. Their strategic plan on providing the training for building capacity of Sahiyas to assist clinical and emergency healthcare
3. Training on usage of healthcare technology.
4. How to monitor and developing dashboard for progress tracking.
5. Realistic approach and prior experience to handle such Healthcare service program and training and its execution
6. Demonstration of Proposed Solution – It can be live demonstration of Video presentation of Proposed healthcare solution from the previous completion of similar project.

## **15. Appointment of Consulting Agency**

**a. Award Criteria**

The District Administration will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid, i.e, has secured highest overall score as per the process outlined.

**b. Right to Accept Any Proposal and To Reject Any or All Proposal (s)**

The District Administration 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 of the grounds for the District Administration’s action.

**c. Notification of Award**

Prior to the expiration of the bid validity period, the District Administration will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case, due to some unforeseeable circumstances, the tendering process is not completed within the bid validity period, the District Administration may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, the District Administration will notify each unsuccessful bidder and return their EMD.

**d. Performance Guarantee**

The District Administration will require the selected Bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the assignment. The Performance Guarantee should be valid for a period of **36 months** initially. The Performance Guarantee shall be renewed as and when required and kept valid for a period of three months beyond the completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the District Administration at its discretion may cancel the order placed on the selected bidder without giving any notice.

The District Administration shall invoke the performance guarantee in case the selected Agency/Vendor fails to discharge their contractual obligations during the period or the District Administration incurs any loss due to Agency/Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

**e. Signing of Contract**

Post submission of Performance Bank Guarantee by the successful bidder, the District Administration shall enter into a contract with the successful bidder incorporating necessary details of scope of work, deliverables, timeline, payment schedule, pre-bid clarifications, and resource person's deployment, the financial proposal of the bidder and other clauses as necessary.

**f. Failure to Agree with the Terms and Conditions of the RFP**

Failure of the successful bidder to agree with the proposed Contract Terms and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the District Administration may award the contract to the next best value Bidder or call for new proposals from the interested Bidders. In such a case, the District Administration shall invoke the PBG of the most responsive bidder.

**g. Force Majeure**

**i. Definition of Force Majeure**

In this Clause "**Event of Force Majeure**" means an event beyond the control of the District Administration and the Consulting Agency, which prevents either Party from complying with any of its obligations under the Contract, including but not limited to:

- Acts of God (such as, but not limited to, fires, explosions, earthquakes, drought, tidal waves and floods); war, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilisation, requisition, or embargo;
- Rebellion, revolution, insurrection, or military or usurped power, or civil war;
- Riot, commotion, strikes, go slows, lock outs or disorder, unless solely restricted to employees of the Consulting Agency; or Acts or threats of terrorism.

ii. **Consequences of Force Majeure Event**

- Neither the District Administration nor the Bidder/Agency shall be considered in breach of the Contract to the extent that performance of their respective obligations (excluding payment obligations) is prevented by an Event of Force Majeure that arises after the date of signing of contract.
- The affected Party prevented from carrying out its obligations under the contract shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the affected Party.
- If and to the extent that the Bidder/Agency is prevented from executing the Services by the Event of Force Majeure, the Bidder/Agency shall be relieved of its obligations to provide the Services but shall endeavour to continue to perform its obligations under the Contract so far as reasonably practicable and in accordance with Good Operating Practices, [PROVIDED that if and to the extent that the Consulting Agency incurs additional Cost in doing so, the Bidder/Agency shall be entitled to the amount of such Cost [COST BEING DEFINED AS HAVING NO PROFIT COMPONENT] (the Consulting Agency having taken reasonable steps to mitigate the Cost)].
- If and to the extent that the Bidder/Agency suffers a delay in execution of the contractual services beyond the timeline fixed for each phase as a result of an Event of Force Majeure then it shall be entitled to an extension of the time for completion as may be mutually decided by both the parties.
- The Bidder/Agency shall be entitled to payment as per payment schedule mentioned in Section 10 after grant of extension of timeline for phase completion prescribed in Section 9 read with 5.7.2.iv due to the period of interruption caused by the Event of Force Majeure.]
- The Contract Period shall be extended by a period of time equal to the period of interruption caused by an Event of Force Majeure.

iii. **Optional Termination, Payment and Release**

Irrespective of any extension of time, if an Event of Force Majeure occurs and its effect continues for a period of 365 days, either the District Administration or the



Consulting Agency/Bidder may give to the other a notice of termination of contract, provided that if the District Administration is paying fee during Force Majeure, then Consulting Agency will not have a termination right, which shall take effect 30 days after the giving of the notice. If, at the end of the 30-days period, the effect of the Force Majeure continues, the Contract shall terminate. After termination of contract under this Sub-Clause, the Bidder/Agency shall comply with such termination provisions as may be prescribed in the contract and the District Administration shall pay the Consulting Agency an amount calculated and certified in accordance with relevant clauses of termination of contract.

## 16. Litigation

Any dispute arising out of this RFP or the contract signed by the District Administration with the successful bidder or any other bidder participating in this procurement process shall be subject to the jurisdiction of Jharkhand High Court.

### Appendix -1: Compliance Sheet for Pre-Qualification Proposal

Sl. No	Basic Requirement	Required	Provided	Reference & Page Number
1.	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes/No	
2.	Particulars of the Bidder	As per Form 2	Yes/No	
3.	Earnest Money Deposit (EMD)	Demand Draft/ Bank Guarantee/ Banker's Cheque	Yes/No	
4.	Sales Turnover in IT Consulting service	Extracts from the audited Balance Sheet and Profit & Loss; OR Certificate from the statutory auditor	Yes/No	
5.	Technical Capability	Completion Certificates from the client; OR Work order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate from the client	Yes/No	
6.	Certifications	As relevant	Yes/No	
7.	Consortiums	Not allowed	Yes/No	

9.	Legal Entity	Copy of Certificate of Incorporation; and Copy of Service Tax Registration Certificate	Yes/No	
10.	Manpower Strength	Self-Certification by the authorized signatory	Yes/No	

**Appendix -2: Particulars for the Bidder/Agency/Vendor**

Sl. No.	Information Sought	Details to be Furnished
1.	Name and address of the bidding Company	
2.	Incorporation status of the firm (public limited/private limited, etc.)	
3.	Year of Establishment	
4.	Date of Registration	
5.	ROC Reference No.	
6.	Details of company registration	
7.	Details of registration with appropriate authorities for service tax (GST)	
8.	Name, Address, E-mail, Phone Nos. and Mobile Number of Contract person	

**Appendix -3: Compliance Sheet for Technical Proposal**

Sl. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1.	Covering Letter for Technical Proposal	As per Appendix – 5		
2.	Average annual turnover from services related to operation, maintenance and management of healthcare services of a Government Hospital/Health Center or Private hospital/Nursing home training and capacity building and its associated maintenance services, packaged software etc. in last 3 financial years (Turnover in Rupees in crores)	Extracts from the audited Balance Sheet and Profit & Loss; OR Certificate from the statutory auditor	Yes/No	
3.	Full-time professional staff engaged (Number of Staff)	A self-certification from authorized signatory	Yes/No	

4.	Experience relevant to this engagement as listed below to be demonstrated in maximum of <Nos.> engagements that have either been completed or an ongoing project where a similar deliverable or milestone has been successfully achieved.	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) OR Work Order + Phase Completion Certificate (for ongoing projects ) from the client		
5.	Approach & Methodology, Understanding and work Plan (As per the requirements specified in Technical evaluation)	A note	Yes/No	
7.	Team Composition (As per requirement specified in Technical evaluation)	CV for key positions & a Note	Yes / No	
8.	Tools and Assets (as per requirement specified in Technical evaluation)	A note and demonstration of the Tools/Assets	Yes / No	

#### Appendix 4: Bank Guarantee for Earnest Money Deposit (EMD)

<Location, Date>

To,  
Deputy Commissioner  
Palamu, District

Tele: 06562-224033  
Email: dc-pal@nic.in

Whereas <<name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP <<RFP Number>> dated <<insert date>> for <<name of the assignment>> (hereinafter called "the Bid") to the Deputy Commissioner, Palamu.

Know all Men by these presents that we <<>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the Deputy Commissioner, Palamu (hereinafter called "the Purchaser") in the sum of Rs.<<Amount in figures>> (Rupees <<Amount in words>> only) for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<insert date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid

(a) Withdraws his participation from the bid during the period of validity of bid document; or

(b) Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees<<Amount in words>> only)
- ii. This Bank Guarantee shall be valid upto <<insert date>>)
- iii. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date

Appendix – 5: **Compliance Sheet for Commercial Bid**

**Commercial BID (Financial/ Price Chart)**

Date:

To,  
 .....  
 .....

Sub : Submission of Commercial BID

Having examined the BID Document No ..... dated..... I/We the undersigned, offer to quote the following rate towards the scope of the work/TOR/ RFP.

S No.	Particulars	Expected quantity	Unit	Unit Rate	Total Amount in Figure
A	C	D	E	F	G
1	<b>Particulars.</b>				
2	Hardware and Software device for healthcare services	For 200 Sahiyas			
3	Training on enabling skills of sahiyas on assistance of Clinical and Emergency healthcare services.	For 200 Sahiyas			
4	Medical Examination Kit	For 200 sahiya			
5	Medicine kit	For 200 sahiya for 9 months			
6	Consulting Charges for Expert trainers				
7	Travelling, Boarding and Logistic Charges .				
8	Monitoring & Management				
9	Administration cost				
10	Operation and Maintenance				

Note:

1. The above given head is major head of cost however, it is not least. Bidder shall provide the breakup of the total cost more elaborate and comprehensive.
2. The rate quoted should also include all taxes, transport, insurance, printing, out of pocket expenses etc. as applicable for executing the define scope of work.
3. Conditional bids/ambiguous will be summarily rejected.

Signature & Seal of the bidder

Name of the Signing authority  
 Designation of authority:

Address:

Place:

## **Appendix -6: Compliance Sheet for Technical Proposal**

**To,**  
**Deputy Commissioner**  
Palamu, District

Tele: 06562-224033

Email: dc-pal@nic.in

**Subject:** Submission of the Technical bid for the project of ‘Aarogya Sahiya: Innovative Skill Enhancement cum training’

Dear Sir/Madam,

We, the undersigned, offer to provide Consultancy Services to the District Administration, Palamu on Aarogya Sahiya Project titled ‘Aarogya Sahiya: Innovative Skill Enhancement cum training’ with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial bid sealed in a separate 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 consulting 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 45 days as stipulated in the RFP document.

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:

## **Appendix 7: Proposed Approach & Methodology**

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

- Understanding of the project
- Potential initiatives given the priorities
- Technical Approach and Methodology
- Work Schedule and Project Plan

### **Technical Approach and Methodology.**

You should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output.

You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

## Appendix 8: Curriculum Vitae (CV) of Key Personnel

**1. Proposed Position** [*only one candidate shall be nominated for each position Expert*]: \_\_\_\_\_

**2. Name of Firm** [*Insert name of firm proposing the staff*]: \_\_\_\_\_

**3. Full Name of Staff:** \_\_\_\_\_

**4. Date of Birth:** \_\_\_\_\_ **Nationality:** \_\_\_\_\_

**5. Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: \_\_\_\_\_

**6. Total No. of years of experience:** \_\_\_\_\_

**7. Total No. of years with the firm:** \_\_\_\_\_

**8. Areas of expertise and no. of years of experience in this area (as required for the Profile - mandatory):** \_\_\_\_\_

\_\_\_\_\_

**9. Certifications and Trainings attended:** \_\_\_\_\_

**10. Details of Involvement in Projects** (*only if involved in the same*): \_\_\_\_\_

**11. Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]:

**12. Membership of Professional Associations:**

**13. Employment Record** [*Starting with present position and last 2 firms, list in reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

From (Year): To (Year):

Employer/Purchaser:

Positions held: \_\_\_\_\_