



NATIONAL HEALTH MISSION, ASSAM

EXPRESSION OF INTEREST (EOI)

FOR SHORTLISTING OF ELIGIBLE APPLICANTS TO PARTICIPATE IN THE RFP PROCESS FOR OPERATION AND MANAGEMENT OF “FREE ADARANI PICK-UP & DROPBACK SERVICES” IN THE STATE OF ASSAM.

Prepared by

**Sd/-
Proc.Expert**

Verified by

**sd/-
P.E.(I/C)**

Vetted by

**sd/-
DF NHM**

Approved by

**sd/-
MD NHM**



OFFICE OF THE MISSION DIRECTOR

NATIONAL HEALTH MISSION, ASSAM

SAIKIA COMMERCIAL COMPLEX, CHRISTAN BASTI, G.S ROAD, GUWAHATI-781005

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NOTICE INVITING EOI

EOI IS INVITED FOR SHORTLISTING OF ELIGIBLE APPLICANTS TO PARTICIPATE IN THE RFP PROCESS FOR OPERATION AND MANAGEMENT OF “FREE ADARANI PICK-UP & DROPBACK SERVICES” IN THE STATE OF ASSAM UNDER JSSK.

Reference No: NHM/ 24011/8/2018-ReferralTransport-NHM/ Part-1 Dated:24/12 /2021

S.No	Key Information/ Events	Time/Venue/Address
1	Date of issue of the EOI Document	Date: 24/12/2020
2	Last date of download of EOI Document	Date: 24/12/2020
3	Date of Pre-submission meeting	Date: 04/01/2021
4	Due date and Time of submission (online& Hard Copy)	Date: 18/01/2021
5	Place& Time of opening of EOI	Office of the Mission Director, National Health Mission, Saikia Commercial Complex, Shreenagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.
6	Address for Communication	The Mission Director, National Health Mission, Saikia Commercial Complex, Shreenagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.
7	Eoi Processing Fee	Rs 2000/- (Rupees two thousand only). In the form of demand draft in favour of “State Health Society, Assam”.

Sd/-

MISSION DIRECTOR, NHM, ASSAM

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1. ABOUT THE PROGRAMME

1.1 Background

- 1.1.1 Among the major attributes, lack of safe mode of transportation for newly delivered infants and mothers has contributed significantly to high NMR & MMR. This normally happens either due to lack of readily available and affordable transport facility or inaccessibility / distance for which people fail to access a safe drop back to their respective homes immediately after a child birth.
- 1.1.2 The Government of Assam has taken a decision to operate the same through a dedicated Adarani Response Centre with a dedicated toll free number to improve overall operational efficiency and cost effectiveness of the JSSK scheme
- 1.1.3 The purpose of this RFP is to invite proposal from eligible parties to select most suitable of them to operate and manage the Adarani – Pickup and Drop back Services.

1.2 Services, Target Group & Coverage

- 1.2.1 Government of Assam has decided to operate Adarani (Pickup and Drop back Services) and provide the services through a dedicated toll free number. The coverage of respective services shall be as below.

S. No	Proposed services	Coverage & size (proposed) (*tentative)
1	Adarani –Pickup and Drop back Services	373 (all district) All 373 Vehicles to be provided by Agency (Service Provided)

1.3 Objectives & Goals of the Project

- 1.3.1 Creating better transportation facility in general to reduce the vulnerability of the New Mother and infants by providing accessibility at free of cost is the underlying principle of Adarani. It complements the Janani Shishu Suraksha Karyakram which provides cash incentives to women availing institutional delivery and the members supporting them in the process like ASHA.
- 1.3.2 To operate the service from a centralized state of the art call centre (Control Room) with computer telephony integration, computer aided dispatch of vehicles and ability to log calls with GIS based GPRS integrated vehicle monitoring system for Adarani- Drop back and Pickup Service in the State of Assam.
- 1.3.3 It would provide Dropback service to JSSK beneficiaries through Adarani Vehicles from 7am to 6 pm on 365 days in a year basis as per 12 hr shift operation due to the early sunrise and remoteness of rural areas prevailing in this North-eastern part of the country
- 1.3.4 It would provide pick up facility for postnatal check-ups of pregnant women from their homes to their nearest hospitals and return back to their homes.
- 1.3.5 It would provide pick-up facility for check-ups/immunisation etc of infants (up to 1 year).The RBSK Camp visits/DEIC Visit for infants for follow up of both defects (or) any other ailments up to 1 year shall be covered.
- 1.3.6 To bring operational and cost efficiency by operating the services through dedicated call centre.
- 1.3.7 To provide quality Transportation and Care by ensuring delivery of quality transportation across the chain of services a proper Referral transport system. To ensure that the system is efficient and effective as possible by providing first class management service quality and monitoring systems to run the vehicle service.

2. SCOPE OF WORK

2.1 Call (Command & Control) Centre

- 2.1.1 The Agency (Service Provider) has to set up a dedicated Call Centre facility on its own cost within Assam preferably Guwahati exclusively for Adarani (Pickup & Drop Back Service) with adequate number of seats (call takers) to commensurate with workload. The applicant has to submit a detailed plan for proper integration of Adarani Response Centre to address jurisdictional and technical issues.
- 2.1.2 The Service Provider shall set up entire call centre infrastructure on its own including computers and peripherals, furniture and equipment, software, etc. exclusively for Adarani Project and authority shall not bear any cost on the infrastructure front. The Agency shall also ensure computer telephony integration with ability to log calls with GIS and GPRS integrated vehicle monitoring system. The Command and Control Centre should have adequate capacity to commensurate with workload.

2.2. Human Resource

2.2.2 The Agency shall recruit and train manpower required for operation and maintenance of all services. Existing Adarani Response Centre staffs and Drivers and other staffs may be preferred for recruitment. They should be trained properly for the job. They should conduct themselves properly and have good communication skills in Assamese, Bodo, Bengali and Hindi while interacting with people. Regular refresher courses once every six months for two days should be conducted so that all staffs have updated knowledge. Any new recruit should undergo induction training before being engaged in the work.

2.3. Operation & Management

- 2.3.1. Mapping and defining of location of vehicles with route maps, motorable points etc. are to be taken care of or shared with NHM/Govt. of Assam by the Service Provider.
- 2.3.2. All vehicles should be GPS fitted and resourced for real time tracking from the Dashboard provided to NHM. Detail list of every vehicle movement should be submitted along with invoices. All voice calls should be stored so as to extend information recovery system as and when required.
- 2.3.3. User friendly dashboard option to be provided in order to enable easy monitoring of each vehicle, status of Off road vehicles and also for helping decision making.
- 2.3.4. The agency shall prepare a proper plan for optimal use of infrastructure including vehicles, proper selection of right person for the right job and training of human resources. Continuous performance, monitoring and evaluation.
- 2.3.5. The vehicles will be stationed at the health facilities across the State which are having delivery discharge load of over 50 nos of post-natal mother per month. The vehicle should be positioned in such a way that it should cater to the discharges of the adjacent health facilities too .
- 2.3.6 The vehicles should be branded uniformly as per prototype/ model/design provided by the Proposal Inviting Authority.
- 2.3.7. Practice should be that 100% of discharges should be facilitated by Adarani.
- 2.3.8. The agency will tie up workshop for maintenance of fleet. All maintenance of fleet , hardware and software will be the responsibility of the Agency.
- 2.3.8. Develop web based monitoring system for utilization of different services and facilitate monitoring of the same at district and state level.
- 2.3.9 Service Level Agreement should be incorporated in the Dash board .
- 2.3.10 Detailed standard operating procedure (SOP)/protocol shall be prepared and submitted to Authority for approval by the service provider. Department may

accept with or without changes. The methodology submitted will be evaluated during the presentation round.

2.4. Vehicles

- 2.4.1. The vehicle along with the tracking system (GPS) shall be provided by the Agency (Service Provide) as per the required specification. The technical specifications of the vehicle and other equipments shall be given in the RFP document to be issued by the Authority after shortlisting is completed through this EoI.

3. INSTRUCTION TO THE APPLICANTS

3.1 Purpose of this EoI

Purpose of this EoI is to shortlist qualified Applicants as per the eligibility criteria given under para 1.2 (i.e. EoI Stage). Subsequent to the completion of the EoI process for shortlisting, the Authority shall issue RFP to the shortlisted applicants requesting them to submit a detailed proposal (financial & Technical) as per the FRP terms and conditions (i.e. RFP Stage). In the RFP stage, the most suitable Applicant shall be selected for award of contract based on the evaluation of the proposals submitted.

3.2. Eligibility Criteria

- 3.2.1 The Applicant (or the Firm intending to participate in the EoI process) must be a single entity (consortiums not allowed) registered under appropriate laws in India.
- 3.2.2 The Applicant should have a minimum three years of business experience and out of which at least one (1) year in successfully handling similar JSSK services in public sector with a minimum of 300 vehicles as of 30/11/2020.
- 3.2.3 Satisfactory experience in call centre based vehicle management and operation with GIS based GPRS integrated vehicle monitoring system. The party has to produce supporting documents to this effect including certificate from the Client or the Authority valid for the above motioned period.
- 3.2.4 Average Annual Turnover of the Applicant in the last three financial years i.e. 2017-18, 2018-19 and 2019-20 from similar activity should not be less than Rs. 1,000.00 Lakhs **(Rupees ten crores only)**. The average annual turnover certificate as issued by the of Auditor/Chartered Accountant should be submitted in the format enclosed as Annexure 3 of this EoI document. The Certificate must be accompanied by attested copies of audited Statement of Accounts of last three financial years (i.e. 2017-18, 2018-19 and 2019-20).

- 3.2.5 Entities blacklisted by the Inviting Authority or by any State Government or Central Government Organization shall not be allowed to participate in the process during the period of blacklisting.
- 3.2.6 Registration :The Party should be registered under Income Tax , GST and relevant Labour Laws including Employees Provident Fund Organization, Employees State Insurance Corporation etc., as prescribed by law.

3.3. Submission of Eoi Proposal

- 3.3.1 Interested eligible parties are required to submit their proposal in response to this EOI both online (scanned copy) and offline (hardcopy) before due date of submission. Proposal submitted after due date and time of submission shall not be considered for further processing.
- 3.3.2 The entire set of EOI document should be submitted along with documentary proof with respect to pre-qualification and other documents as mentioned in **Para 3.4** below in form of checklist while uploading online.
- 3.3.3 Each page of EOI submission should be signed by the representative duly authorised by the applicant executing a Power of Attorney in the format given under **Annexure-4**. In case the proposal is signed by any one of the Directors or key officials (CEO, CFO or Company Secretary) a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of Power of Attorney. In case of partnership firm it should be signed by any one of the partner.
- 3.3.4 The applicant is responsible for submission of Eoi proposal complete in all respect. The Authority reserves the right to cancel the proposal in case of incomplete or defective submission.
- 3.3.5 Each page of the EOI submissions should be serially numbered, signed and stamped by the authorized signatory and submitted **on-line in the e-Procurement portal i.e. <http://assamtenders.gov.in> and hardcopy in the address as given below, on or before the due date and time for submission.**

Address for Submission (Hardcopy):

The Mission Director, National Health Mission, Saikia Commercial Complex, Shreenagar Path, Christianbasti, G S Road, Guwahati-781005, Assam

- 3.3.6 Non-submission of Hardcopy of the proposal within due date and time along with the Processing fee of Rs 2,000/- shall disqualify the applicant even if the proposal is submitted online.

3.4. Checklist for the EOI Proposal

S. No	Documents	Submission Status (Y/N)	Page No
1	Covering Letter (As per Annexure-1)		
2	Applicants detail Sheet. In the format given under Annexure-2 .		
3	"Power of Attorney" appointing the signatory. As per para 3.3.3. in the format given under Annexure-4 .		
4	Eoi doc duly signed by the authorized signatory in each page.		
5	Certificate issued by a CA stating that the Applicant has eligible average annual turnover of Rs 10.00 Crs (Rupees Ten Crore) and more than 3 (three) years of experience in similar kind of business as of 30/11/2020. As per para 3.2.4 in the format given under Annexure-3 .		
6	Work completion /satisfaction certificate issued by that client/organisation. As per para 3.2.3		
7	Declaration with respect to non-blacklisting and debarment in non-judicial stamp paper duly notarized. As per the format given in Annexure-5 . (As per para 3.2.5)		
8	Self-attested photocopy of GST Registration Certificate, PAN, PF & ESI Registration Certificate. (Para 3.2.6)		
9	Any, other the applicant feels necessary		

3.5 Other Terms & Condition

3.5.1 The Applicant should have valid Digital Signature Certificate (DSC) and have to register in the portal <http://assamtenders.gov.in>. The documents should be submitted on-line in the portal <http://assamtenders.gov.in>. The Original Demand Drafts for Tender Fee of Rs.2000 along with the hardcopy of technical bid only should be submitted to the Mission Director, National Health Mission, Assam, Saikia Commercial Complex, Shrinagar Path, Christian Basti, G S Road, Guwahati-781005, Assam on or before the last date and time of submission of the tender. The scanned copy of the same should

also be uploaded in the portal <http://assamtenders.gov.in>. In case of non-submission of the hardcopy of the proposal the same shall not be considered for further scrutiny. Only those applications complete in all respects will be accepted for further scrutiny.

3.5.2 The application once submitted will be considered final and any subsequent changes/additional information will not be entertained.

3.5.3 Entries received beyond 14:00 Hrs on will not be entertained and all such entries will be deemed as rejected.

5.5.4 NHM Assam will not be responsible for delayed receipt of the documents at its end for any reason whatsoever.

4. EVALUATION & SHORTLISTING

4.1. Preliminary Scrutiny

4.1.1. All the applications (online & hardcopy) received within due date and time shall only be considered by the Evaluation Committee.

4.1.2 The evaluation committee shall first ensure that the applications are complete in all respect. Only those applications which are complete in all respect shall be considered for further scrutiny.

4.1.3. Evaluation Committee reserves the right to seek further clarifications, explanation or information on any issue relating to the eligibility till such time the Committee is fully convinced.

4.1.4. NHM shall finalize the list of the Applicants to be empaneled based on the evaluation and decision of the authority on the same shall be final and binding.

4.1.5. Names of the Applicants shortlisted (for RFP process) as per the evaluation of the EoI Application will be hosted on our website on completion of all formalities. No correspondence on the above subject will be entertained..

4.1.6 NHM, Assam reserves the right to reject any or all applications without assigning any reason(s) thereof.

4.2. Issue of RFP for Selection

- 2.2.1. Detailed Proposal shall be invited by NHM from the shortlisted Applicants (Parties) issuing RFP. In the RFP document all technical and operational details shall be furnished. At this stage the parties have to submit detailed technical and financial proposal for evaluation and selection of most suitable amongst them, as per the proposal submitted.
- 2.2.2. The selection of the firm shall be strictly on the basis of most preferable bid received in response to the RFP, as per the terms and conditions and specifications mentioned therein.

ANNEXURES

Annexure 1: Covering Letter

Covering letter

[on the letter head of the Applicant]

Kind Attention:

[location, date]

The
Managing Director
National Health Mission (Assam)
Guwahati, Assam

Sub: EoI (Refence No.....) **for shortlisting of eligible applicants to participate in the RFP process for operation and management of “Free Adarani Pick-up & Dropback Services” in the State of Assam.**

Sir,

Having read, carefully examined and understood the Expression of Interest dated _____ issued by National Health Mission, Assam (“Client”) and all **Annexures** and other documents attached thereto and all subsequent addenda and clarifications issued pursuant thereto (collectively the “EoI”), we hereby express our interest to participate in the tendering process, if shortlisted in this EoI stage.

We hereby agree and confirm that our EoI Proposal has been prepared strictly in conformance with the instructions in the EoI document (including the forms set forth therein) and that we shall at all times act in good faith and abide by the terms and conditions of the RFP during the bidding process.

We agree that we have inspected and examined the EoI documents and have ascertained that they contain no inconsistencies, errors or discrepancies and have otherwise familiarized ourselves with all conditions of the EoI which may affect our Proposal and all queries on other contractual matters have been addressed.

We represent and warrant to Client that the date of submission of this EoI Proposal and till the end of the Proposal Validity Period (as may be extended):the information furnished by us is complete, accurate, unconditional and fairly presented;

We have the necessary capacity and experience to execute the order and participate in the tender if shortlisted;

We follow all the terms and conditions of the EoI; there is no information, data or documents which have not been disclosed which may prejudicially affect Client's evaluation or decision in relation to pre-qualification shortlisting;

We have all the necessary corporate and statutory approvals and authorizations to participate in this EoI.

We acknowledge that we have neither failed to perform any contract, as evidenced by imposition of a penalty by an arbitral or judicial client or a judicial pronouncement or arbitration award against us or any of our director or partners, as the case may be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for any breach of contract by us.

We declare we have not been declared ineligible for corrupt or fraudulent practices in any tendering process.

We undertake that we will intimate Client of any material change in facts, circumstances, status or documentation relating to us during the Proposal Validity Period (as may be extended).

This Proposal shall be construed, interpreted and governed, in all respects, by the laws of India, without reference to its conflict of law principles. The courts at Guwahati will have exclusive jurisdiction in respect of all matters arising out of this Proposal.

We undertake that we have not been debarred or blacklisted by any government (Central/State) agency or PSU and fulfil all eligibility criteria as stipulated under Para 3.2 of EoI document.

We have provided details, in accordance with the instructions and in the form required by the EoI and have attached the same as appendices to this Proposal.

Yours faithfully,

[Signature and Details of the Applicant/Authorised Representative]

Annexure 2: Applicant Details

1. Organisational Details	
1.1. Full Name	
1.2. Legal Status (firm/company, etc.)	
1.3. Jurisdiction of Incorporation	
1.4. Year of incorporation / registration	
1.5. Registration Number	
1.6. Registered Address	
2. Mention the document authorising the Authorised Signatory (copy of the document of authorisation to be provided)	
3. Tax Registration Details	
3.1. GST	
3.2. Income Tax	
4. Contact Person for this Proposal	
4.1. Name	
4.2. Address for Courier	
4.3. Office Phone	
4.4. Mobile Phone	
4.5. Fax No.	
4.6. E-mail Address	
5. Certifications, Awards &Accreditations, if any	
5.1.	
5.2.	
5.3.	

Date:
Place:

Signature of the Applicant

Annexure 3: CA Certificate (Financial Information)

On the letter head of Chartered Accountant/Statutory Auditor

We/I have verified the Audited Financial Statement of Accounts and other documents of..... having registered office at pertaining to the financial year 2017-18, 2018-19 and 2019-20 (or 2016-17, 2017-18 and 2018-19, if audit for the Financial Year 2019-20 has not been completed as on the due date of submission of proposal). Based on our verification of the afore said statements and records, we certify that the following details are true to the best of our information and according to the explanation given to us.

(Amount in INR Crores)

Financial Information	Financial Year			Average
	2019-20 (or 2018-19)	2018-19 (or 2017-18)	2017-18 (or 2016-17)	
	Audited	Audited	Audited	
Total Annual Turnover from similar activity ²				
Profit Before Tax				
Profit After Tax				

I/We also certify that the Applicant is in similar business for more than three years as on 30th November 2020.

Date:
Place:

Signature and seal of the CA firm

UDIN :

Note: *In case audit of 2019-20 financial statements are not complete, the Applicant may furnish audited financial statements for 2016-17, 2017-18 & 2018-19 and appropriate disclosure shall be made in the certificate.*

Annexure 4: Power of Attorney

Format for Power of Attorney for Signing of Application (On a Stamp Paper of Rs 100/-)

Power of Attorney

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 response to the EoI for “ For shortlisting of eligible applicants to participate in the RFP process for operation and management of “Free Adarani Pick-up & Dropback Services” in the State of Assam.”including signing and submission of all documents and providing information to the Client (i.e. NHM, Assam) and its officials or representatives , representing us in all matters before Client, and generally dealing with Client in all matters in connection with our EoI response.

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 _____ 200__

For _____

(Name, Designation and Address)

Accepted

_____(Signature)

(Name, Title and Address of the Attorney)

Date : _____

Note:

- i. *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, as laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.*
- ii. *In case an authorized Director or key officials of the Applicant signs the Application, a certified copy of the appropriate resolution/ document conveying such authority may be enclosed in lieu of the Power of Attorney.*
- iii. *In case the Application is executed outside India, the Applicant has to get necessary authorization from the Consulate of India. The Applicant shall be required to pay the necessary registration fees at the office of Inspector General of Stamps.*

Annexure 5: Affidavit

Affidavit

(To be submitted on non-judicial stamp paper of minimum Rs 50/- duly certified by Notary)

We, M/s. (the Applicant), (the names and addresses of the registered office) hereby certify and confirm that:

- (i) We or any of our promoter(s) / director(s) / partner(s) are not blacklisted or otherwise disqualified pursuant to any debarment proceedings by any Central or State Government, Local Government or Public Sector Undertaking in India from participating in any bidding process, either individually or as member of a consortium as on the _____ (Date of Signing of Application).
- (ii) We are not insolvent, in receivership, bankrupt, being wound up, having our affairs administered by a court or a judicial officer, having our business activities suspended or subject of legal proceedings for any of the foregoing reason;
- (iii) We or any of our promoter(s), director(s), partner(s) and officers are not convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter in to a procurement contract within a period of *three years* preceding the commencement of the procurement process.
- (iv) There is no conflict of interest in submitting this Proposal

We further confirm that we are aware that, our Application for Shortlisting of Organisations to participate in the bidding process eligible parties to select most suitable of them to operate and manage the Adarani –Pickup and Drop Back Services, would be liable for rejection in case any material misrepresentation is made or discovered at any stage of EoI evaluation or thereafter during the agreement period.

Dated thisDay of, 20....

Name of the Applicant

.....

Signature of the Authorized Person

.....

Name of the Authorized Person

