

NATIONAL HEALTH MISSION, ASSAM

**ENGAGEMENT OF NGOS/ ORGANIZATIONS BY
GOVERNMENT OF ASSAM**

FOR

**IMPLEMENTING COMMUNITY MONITORING PROGRAMME IN SELECTED ZONES (Zone 1
& 2) OF 9 DISTRICTS OF ASSAM UNDER THE COMMUNITY BASED MONITORING
INITIATIVE OF NHM, ASSAM**

REQUEST FOR PROPSAL (RFP)

RFP NO: NHM/CBM/2015-16/2636/16902

DATE: -21-11-2015

November 2015

Issued by:

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

DISCLAIMER:

This Request for Proposal (RFP) is not an agreement and is neither an offer nor invitation by NHM Assam to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the First Party in relation to the Work. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for NHM Assam to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. NHM Assam accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

NHM Assam make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in the Selection Process.

NHM Assam also accepts no liability of any nature whether resulting from negligence or otherwise however caused or arising from reliance of any Applicant upon the statements contained in this RFP.

NHM Assam may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

The issue of this RFP does not imply that NHM Assam is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, for the Work and that NHM Assam reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by NHM Assam or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the Applicant and NHM Assam shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

1. INTRODUCTION

1.1 Background

NHM, Assam is planning to implement Community Monitoring Programme in all 27 districts of Assam. The programme envisages developing and strengthening community involvement in accountability, planning and action mechanisms and processes to improve access and utilization of health services under NHM.

For the purpose of implementation, 27 districts are divided in 6 zones. NGO/ Organizations for 4 zones are already selected to implement community monitoring zone wise covering 18 districts of Assam. This RFP is for the selection of the NGOs for 2 zones covering 9 districts. A State Nodal Agency (SNA) would be coordinating activities supporting NHM, Assam in implementation of the programme with the zonal NGOs. Zonal NGOs will work under the guidance and supervision of the state nodal agency and will receive funds from the SNA.

The Zonal NGOs would implement the programme across districts, blocks and villages as per terms of service and deliverables defined in this document.

1.2 OBJECTIVES OF COMMUNITY MONITORING PROCESS:

- Provide regular and systematic information about community needs
- Provide feedback according to locally developed parameters
- Provide feedback on status of entitlements and functioning of various levels of the public health system, identify gaps/ deficiencies in the services and levels of community satisfaction
- Increase responsiveness of the public health system.

1.3 THE OUTCOMES EXPECTED TO BE ACHIEVED:

- Enhanced capacity of community groups working on health related issues to engage with local government finances and public service issues.
- Informed, motivated and mobilized communities, holding government to account for state finance and public services.
- Co operative partnerships between civil society organizations and Government agencies to improve the allocation, spending and auditing of municipal finances to benefit citizens.
- Measurable improvements in public service delivery.

1.4 Request for Proposal

Mission Director, National Health Mission, Assam (hereinafter referred to as “First Party”) invites proposals from NGOs/ Organizations in India (hereinafter referred to as “Zonal NGO or Sub Recipient”) meeting the minimum eligibility criteria as laid hereinafter for entering into an Agreement with Government of Assam for Implementing Community Monitoring Programme in two Zones covering the 9 districts of Assam under the Community based Monitoring programme of NHM, Assam. The NGO is required to select one or more zones to implement the programme from the list of zones identified by the office of NHM as stated elsewhere in this document.

The First Party intends to select the Zonal NGO through a competitive bidding process in accordance with procedure set out herein.

1.5 Due diligence by Applicants

Applicants are encouraged to inform themselves fully about the assignment and the local conditions before submitting

the Proposal by paying a visit to the Office of Mission Director, National Health Mission (NHM) Assam.

1.6 Sale of RFP Document

RFP document can be obtained between 1100 hrs and 1600 hrs on all working days from the Office of Mission Director, NHM Assam on payment of a fee of Rs.2000 (Rupees two thousand only) in the form of a demand draft or banker's cheque drawn on any Scheduled Bank in India in favour of "State Health Society, Assam" and payable at Guwahati. The document can also be downloaded from the Official Website of NHM Assam (www.nrhmassam.in). In case of a downloaded form, the Applicant shall pay the fee of Rs.2000/- (Rupees two thousand only) with its Bid, in the form of a demand draft or banker's cheque drawn on any Scheduled Bank in India in favour of "State Health Society, Assam" and payable at Guwahati.

1.7 Validity of the Proposal

The Proposal shall be valid for a period of not less than 90 days from the Proposal Due Date (the "PDD").

1.8 Brief description of the Selection Process

The First Party has adopted a two stage selection process (collectively the "Selection Process") in evaluating the Proposals comprising technical and financial bids to be submitted in two separate sealed envelopes. In the first stage, a technical evaluation will be carried out. Based on this technical evaluation, a list of qualified Applicants shall be prepared.

In the second stage, financial bids shall be opened. Proposals will finally be ranked according to their financial quote as per financial proposal starting with the lowest financial quote. The first ranked Applicant shall be selected for negotiation (the "Selected Applicant") while the second ranked Applicant will be kept in reserve.

NHM officials and representatives of RRC-NE shall be involved in the selection process of the Zonal NGO.

1.9 Schedule of Selection Process

The Employer would endeavor to adhere to the following schedule:

	Event Description	Date
1	Last date for receiving queries	23-11-2015
2	Proposal Due Date or PDD	30-11-2015
3	Opening of Technical Proposals	On Proposal Due Date (03.00 pm)
4	Opening of Financial Proposals	To be intimated later
5	Letter of Award (LOA)	Within 21 days of opening of Financial Proposals
6	Signing of Agreement	Within 14 days of LOA
7	Validity of Applications	90 days of Proposal Due Date

1.10 Pre-Proposal visit to NHM Assam

Prospective applicants may visit the Office of Mission Director, NHM Assam at any time prior to PDD on any working day from 11.00 am to 5.00 pm.

1.11 Communications & Submission of Bids

1.11.1 All communications including the submission of Proposal should be addressed to:

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

1.11.2 The **Official Website** of the First Party is:
www.nrhmassam.in

1.11.3 All communications, including the envelopes, should contain the following information, to be marked at the top in bold letters:

“RFP for selection of NGOs / Organizations Imperting Community Monitoring Programme in two zones covering 9 districts of Assam under the Community based Monitoring initiative of NHM, Assam”

2. INSTRUCTIONS TO APPLICANTS

A GENERAL

2.1 Scope of Proposal

2.1.1 Detailed description of the objectives, scope of services and other requirements relating to the work are specified in this RFP. In case an applicant firm possesses the requisite experience and capabilities required for undertaking the work, it may participate in the Selection Process. The term applicant (the “**Applicant**”) means a NGO.

The RFP seeks to select two Zonal NGOs for implementation of Community Monitoring programme in 9 districts of Assam.

2.1.2 Zonal NGOs would be selected for implementation of Community Monitoring in the districts classified in the given Zones as per point number D. under Schedule 1. The detail scope of work and deliverables of Zonal NGO are given in Schedule 1 of this document.

2.1.3 Applicants are advised that the selection of Contractor for the job shall be on the basis of an evaluation by the First Party through the Selection Process specified in this RFP. Applicants 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 First Party’s decisions are without any right of appeal whatsoever.

2.1.4 The Applicant shall submit its Proposal in the form and manner specified in this Part-2 of the RFP. The Technical proposal shall be submitted in the form at Appendix-I (revised) including Form 1 to Form 12 and the Financial Proposal shall be submitted in the form at Appendix-II (Revised). Upon selection, the Applicant shall be required to enter into an agreement with the **State Nodal Agency**.

2.2 Conditions of Eligibility of Applicants

- 2.2.1 Applicants must read carefully the minimum conditions of eligibility (the “**Conditions of Eligibility**”) provided herein. Proposals of only those Applicants who satisfy the Conditions of Eligibility will be considered for evaluation.
- a. NGO/Organization having registration under Societies Registration Act/Indian Trust Act/Indian Religious & Charitable Act/Companies Act or the State counterparts of such Acts for more than three years.
 - b. Having office set up in their selected zone for implementing Community Monitoring Programme
 - c. Experience in managing community based health programs (MCH, RH-including FP)
 - d. Experience in training community groups (CBO, SHG , PRI, ASHA, VHSNC)
 - e. Experience in facilitating social accountability processes (Jan Sunwais/ Social Audits , Facility Surveys etc)
 - f. Experience in government partnership building and coordination at district and block level (especially mention representation in district / block level government forums- District Health Committee /ASHA/ VHSNC Mentoring Group etc)
 - g. Experience in Rights Based / Community Mobilization programmes such as Right to Health, Women Empowerment, Right to Food, Right to Information, Right to Employment, Human Rights & Child Rights etc.
 - h. Zonal NGO should have an average annual turnover of Rs 10 Lakh, during the three Financial Years of FY 2010-11, FY 2011-12 and FY 2012-13.
- 2.2.2 The Applicant shall submit its letter of Proposal as per the prescribed format (Appendix 1, Form 1)
- 2.2.3 The Applicant shall enclose with its proposal particulars of the organization in the prescribed format (Appendix 1 Form 2)
- 2.2.4 The **Applicant for Zonal NGO** shall enclose with its proposal a letter indicating its preferred Zone/Zones in the prescribed format (Appendix 1 Form 3)
- 2.2.5 The Applicant shall enclose with its proposal details of Experience in managing community based health programs (MCH, RH-including FP) in the prescribed format (Appendix 1, Form 4)
- 2.2.6 The Applicant shall enclose with its proposal details of Experience in training community groups (PRI, ASHA, VHSNC) in the prescribed format (Appendix 1, Form 5)
- 2.2.7 The Applicant shall enclose with its proposal details of Experience in facilitating social accountability processes (Jan Sunwais/ Social Audits , Facility Surveys etc) in the prescribed format (Appendix 1, Form 6)
- 2.2.8 The Applicant shall enclose with its proposal details of experience in government partnership building and coordination at district and block level (especially mentioning representation in district / block level government forums- District Health Committee/ ASHA/ VHSNC Mentoring Group etc) in the prescribed format (Appendix 1, Form 7)
- 2.2.9 The Applicant shall enclose with its proposal details of Experience in Rights Based Approach / Community Mobilization programmes such as Right to Health, Women Empowerment, Right to Food, Right to Information, Right to Employment, Human Rights, and Child Rights etc in the prescribed format (Appendix 1, Form 8).
- 2.2.10 The Applicant shall enclose with its proposal details of Office set up in selected Zone in the prescribed format (Appendix 1, Form 9)
- 2.2.11 The Applicant shall enclose with its proposal the methodology & work plan for the job in the prescribed form (Appendix 1, Form 10)
- 2.2.12 The Applicant shall enclose with its proposal the Curriculum Vitae (CV) of Key Personnel in the prescribed format (Appendix 1, Form 11)
- 2.2.13 The applicant Zonal NGO should have an average annual turnover of Rs 10 lakh, during the three Financial Years of FY 2010-11, FY 2011-12 and FY 2012-13, the detail of which should be enclosed as per Form 12.
- 2.2.14 The Applicant shall enclose with its proposal attested copies of Registration Certificate along with renewal Certificate, where applicable.

- 2.2.15 Any entity which has been barred by the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of Proposal, would not be eligible to submit a Proposal either by itself or through its Associate.
- 2.2.16 While submitting a Proposal, the Applicant should attach clearly marked and referenced continuation sheets in the event that the space provided in the specified forms in the Appendices is insufficient. Alternatively, Applicants may format the specified forms making due provision for incorporation of the requested information.

2.3 Conflict of Interest

- 2.3.1 The First Party requires that the Zonal NGO provides professional service and at all times hold the First Party's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Zonal NGO shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the First Party.

2.4 Number of Proposals

No Applicant or its Associate shall submit more than one Application. An Applicant applying individually or as an Associate shall not be entitled to submit another application either individually or as a member of any consortium, as the case may be.

2.5 Cost of Proposal

The Applicants shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the Selection Process including subsequent negotiations, visits to the First Party's office. The First Party shall not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

2.6 Acknowledgement by Applicant

- 2.6.1 It shall be deemed that by submitting the Proposal, the Applicant has
- (a) Made a complete and careful examination of the RFP;
 - (b) Received all relevant information requested from the First Party;
 - (c) 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 First Party
 - (d) Acknowledged that it does not have a Conflict of Interest; and agreed to be bound by the undertaking provided by it under and in terms hereof.
- 2.6.2 The First Party shall not be liable for any omission, mistake or error on the part of the Applicant 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 First Party.

2.7 Right to reject any or all Proposals

- 2.7.1 Notwithstanding anything contained in this RFP, the First Party reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- 2.7.2 The First Party reserves the right to reject any Proposal if:
- 2.8 at any time, a material misrepresentation is made or discovered, or
 - 2.9 the Applicant does not provide, within the time specified by the Authority, the supplemental information sought by the First Party for evaluation of the Proposal.

Misrepresentation/ improper response by the Applicant may lead to the disqualification of the Applicant. If the Applicant is the Consortium/ Joint Venture, then the entire consortium/ joint venture may be disqualified / rejected. If such disqualification / rejection occurs after the Proposals have been opened and the best ranking Applicant gets disqualified / rejected, then the Authority reserves the right to consider the next best Applicant, or take any other measure as may be deemed fit in the sole discretion of the First Party, including annulment of the Selection Process.

B. DOCUMENTS

2.8 Contents of the RFP

2.8.1 This RFP comprises the Disclaimer set forth hereinabove, the contents as listed below and will additionally include any Addendum / Amendment issued subsequently:

Request for Proposal

- 1 Introduction
- 2 Instructions to Applicants
- 3 Criteria for Evaluation
- 4 Fraud and corrupt practices
- 5 Pre-Proposal Conference
- 6 Miscellaneous

Schedules

- 1 Terms of Reference

Appendix-I: Technical Proposal

Form 1: Letter of Proposal

Form 2: Particulars of the Applicant

Form 3: Preferred Zones

Form 4: Experience in managing community based health programmes (MCH, RH-including FP)

Form 5: Experience in training community groups (CBO, SHG, PRI, ASHA, VHSC)

Form 6: Experience in facilitating social accountability processes (Jan Sunwais / Social Audits, Facility Surveys etc)

Form 7: Experience in government partnership building and coordination at district and block level

Form 8: Experience in Rights Based Approach/Community Mobilization

Form 9: Certification of Office Set-up

Form 10: Proposed methodology & work plan

Form 11: Curriculum Vitae (CV) of key personnel

Form-12 ANNUAL TURNOVER (To be submitted by applicants for Zonal NGO)

Appendix-II: Financial Proposal

2.9 Clarifications

- 2.9.1 Applicants requiring any clarification on the RFP may send their queries to the First Party in writing before the last date of submission. The envelopes shall clearly bear the following identification:

“Queries/Request for Additional Information concerning RFP for selection of Zonal NGO for Implementing Community Monitoring Programme in 9 districts of Assam under the Community based Monitoring initiative of NHM, Assam”.

The First Party shall endeavor to respond to the queries within the period specified therein but not later than 7 (seven) days prior to the Proposal Due Date. The responses will be sent by fax or e-mail.

- 2.9.2 The First Party reserves the right not to respond to any questions or provide any clarifications, in its sole discretion, and nothing in this Clause 2.9 shall be construed as obliging the First Party to respond to any question or to provide any clarification.

2.10 Amendment of RFP

- 2.10.1 At any time prior to the deadline for submission of Proposal, the First Party may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFP document by the issuance of Addendum/Amendment/Corrigendum and posting it on the Official website.
- 2.10.2 In order to afford the Applicants a reasonable time for taking an amendment into account, or for any other reason, the First Party may, in its sole discretion, extend the Proposal Due Date.

C. PREPARATION AND SUBMISSION OF PROPOSAL

2.11 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 on 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.

2.12 Format and signing of Proposal

- 2.12.1 The Applicant shall provide all the information sought under this RFP. The First Party would evaluate only those Proposals that are received in the specified forms and complete in all respects.
- 2.12.2 The Proposal shall be typed or written in indelible ink and signed by the authorized signatory of the Applicant who shall initial each page, **in blue ink**. In case of printed and published Documents, only the cover shall be initialed. All

the alterations, omissions, additions, or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal. The Proposals must be properly signed by the authorized representative of the organization.

2.13 Technical Proposal

- 2.13.1 Applicants shall submit the technical proposal in the formats at Appendix-I (the “Technical Proposal”).
- 2.13.2 While submitting the Technical Proposal, the Applicant shall, in particular, ensure that:
 - a. All forms are submitted in the prescribed formats and signed by the prescribed signatories;
 - b. Power of Attorney, if applicable, is executed as per Applicable Laws;
- 2.13.3 Failure to comply with the requirements spelt out in this Clause 2.13 shall make the Proposal liable to be rejected.
- 2.13.4 The Technical Proposal shall not include any financial information relating to the Financial Proposal.
- 2.13.5 The First Party reserves the right to verify all statements, information and documents, submitted by the Applicant in response to the RFP. Any such verification or the lack of such verification by the First Party to undertake such verification shall not relieve the Applicant of its obligations or liabilities hereunder nor will it affect any rights of the First Party thereunder.
- 2.13.6 In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Applicant or the Applicant has made material misrepresentation or has given any materially incorrect or false information, the Applicant shall be disqualified forthwith if not yet appointed as the Zonal NGO either by issue of the LOA or entering into of the Agreement, and if the Selected Applicant has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the First Party without the First Party being liable in any manner whatsoever to the Selected Applicant or Zonal NGO, as the case may be.

2.14 Financial Proposal

- 2.14.1 For selection of Zonal Nodal NGOs indicative budgets are given in **Appendix II** of this document. The applicant would be required to quote either at par or below the indicated budget cost, in the form Appendix II.
- 2.14.2 Zonal NGO Applicants shall submit the financial proposal separately if applied for more than one zone.
- 2.14.3 While submitting the Financial Proposal, the Applicant shall ensure the following:
 - i. All the costs associated with the assignment shall be included in the Financial Proposal. The total amount indicated in the Financial Proposal shall be without any condition attached or subject to any assumption, and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
 - ii. The Financial Proposal shall take into account all expenses and tax liabilities. For the avoidance of doubt, it is clarified that all taxes shall be deemed to be included in the Financial Proposal (in INR). Further, all payments shall be subject to deduction of taxes at source as per Applicable Laws.
 - iii. The assignment period shall be a period of 1 year, which can be increased or reduced by the First Party at its discretion.

2.15 Submission of Proposal

- 2.15.1 The Applicants shall submit the Proposal in hard bound form with all pages numbered serially and by giving an index

of submissions. Each page of the submission shall be initialed by the Authorized Representative of the Applicant as per the terms of the RFP. In case the proposal is submitted on the document down loaded from Official Website, the Applicant shall be responsible for its accuracy and correctness as per the version uploaded by the First Party and shall ensure that there are no changes caused in the content of the downloaded document. In case of any discrepancy between the downloaded or photocopied version of the RFP and the original RFP issued by the First Party, the latter shall prevail.

- 2.15.2 The Proposal will be sealed in an outer envelope which will bear the address of the First Party, RFP Number, name of the project and the name and address of the Applicant. It shall bear on top, the following:

“Do not open, except in presence of the Authorized Person of the First Party”.

If the envelope is not sealed and marked as instructed above, the First Party assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and consequent losses, if any, suffered by the Applicant.

- 2.15.3 The aforesaid outer envelope will contain two separate sealed envelopes, one clearly marked:

“Technical Proposal - RFP for Engagement of NGOs for implementing Community Monitoring Programme in 2 zones covering 9 districts of Assam under the Community based Monitoring initiative of NHM, Assam”.

And the other clearly marked

“Financial Proposal - RFP for Engagement of NGOs for implementing Community Monitoring Programme in 2 zones covering 9 districts of Assam under the Community based Monitoring initiative of NHM, Assam”.

The envelope marked “Technical Proposal” shall contain:

- (i) Application in the prescribed format (Form-1 of Appendix-I) along with Forms 2 to 12 of Appendix-I.

The envelope marked “Financial Proposal” shall contain the financial proposal in the prescribed format (Appendix-II).

- 2.15.4 The Technical Proposal and Financial Proposal shall be typed or written in indelible ink and signed by the Authorized Representative of the Applicant. All pages of the original Technical Proposal and Financial Proposal must be numbered and initialed by the person or persons signing the Proposal.
- 2.15.5 The completed Proposal must be delivered on or before the specified time on Proposal Due Date. Proposals submitted by fax or e-mail shall not be entertained.
- 2.15.6 The Proposal shall be made in the Forms specified in this RFP. Any attachment to such Forms must be provided on separate sheets of paper and only information that is directly relevant should be provided. This may include photocopies of the relevant pages of printed documents. No separate documents like printed annual statements, company brochures etc. will be entertained.
- 2.15.7 The amount quoted shall be firm subject to provision of clause 2.15.3 throughout the period of performance of the assignment up to discharge of all obligations of the Zonal NGO under the Agreement.

2.16 Proposal Due Date

- 2.16.1 Proposal should be submitted at or before 2 PM of 05-11-2015.
- 2.16.2 The First Party may, in its sole discretion, extend the Proposal Due Date by issuing an Addendum/Corrigendum uniformly for all Applicants.

2.17 Late Proposals

Proposals received by the First Party after the specified time on Proposal Due Date shall not be eligible for consideration and shall be summarily rejected.

2.18 Modification/ substitution/ withdrawal of Proposals

- 2.18.1 The Applicant may modify, substitute, or withdraw its Proposal after submission, provided that written notice of the modification, substitution, or withdrawal is received by the First Party prior to Proposal Due Date. No Proposal shall be modified, substituted, or withdrawn by the Applicant on or after the Proposal Due Date.
- 2.18.2 The modification, substitution, or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with Clause 2.16, with the envelopes being additionally marked “MODIFICATION”, “SUBSTITUTION” or “WITHDRAWAL”, as appropriate.
- 2.18.3 Any alteration / modification in the Proposal or additional information or material supplied subsequent to the Proposal Due Date, unless the same has been expressly sought for by the First Party, shall be disregarded.

D. EVALUATION PROCESS

2.19 Evaluation of Proposals

- 2.19.1 The Applicant shall furnish as part of its Proposal, a Bid Security of Rs. 10,000/- (Rupees Ten thousand only) in the form of a Demand Draft/Banker’s Cheque issued by one of the Nationalized/ Scheduled Banks in India in favour of “State Health Society, Assam “payable at Guwahati (the “Bid Security”). The Bid Security will be returned to unsuccessful Applicants within 30 (thirty) days from date of finalization of order. The Bid Security of the selected Applicant shall be returned, upon the Applicant signing the Agreement. Any Bid not accompanied by the Bid Security shall be rejected by the First Party as non- responsive.
- 2.19.2 Proposals for which a valid notice of withdrawal has been submitted shall not be opened.
- 2.19.3 Prior to evaluation of Proposals, the First Party will determine whether each Proposal is responsive to the requirements of the RFP. The First Party may, in its sole discretion, reject any Proposal that is not responsive hereunder. A Proposal shall be considered responsive only if:
- a) the Technical Proposal is received in the form specified at Appendix-I;
 - b) it is received by the Proposal Due Date including any extension thereof;
 - c) it is accompanied by the Bid Security;
 - d) it contains all the information (complete in all respects) as requested in the RFP;
 - e) it does not contain any condition or qualification; and
 - f) it is not non-responsive in terms hereof.
- 2.19.4 The First Party reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by the First Party in respect of such Proposals.
- 2.19.5 The First Party shall subsequently examine and evaluate Proposals in accordance with the Selection Process specified at Clause 1.8 and the criteria set out in Section 3 of this RFP.
- 2.19.6 After the technical evaluation, the First Party shall prepare a list of pre-qualified and shortlisted Applicants for opening of their Financial Proposals. A date, time and venue will be notified to all Applicants for announcing the result of evaluation and opening of Financial Proposals. Before opening of the Financial Proposals, the list of pre-qualified and shortlisted

Applicants will be read out. The opening of Financial Proposals shall be done in presence of representative of Applicants who choose to be present. The First Party will not entertain any query or clarification from Applicants who fail to qualify at any stage of the Selection Process. The financial evaluation and final ranking of the Proposals shall be carried out in terms of Clauses 3.3 and 3.4.

- 2.19.7 Applicants are advised that Selection will be entirely at the discretion of the First Party. Applicants will be deemed to have understood and agreed that no explanation or justification on any aspect of the Selection Process or Selection will be given.
- 2.19.8 Any information contained in the Proposal shall not in any way be construed as binding on the First Party, its agents, successors or assigns, but shall be binding against the Applicant if the Work is subsequently awarded to it.

2.20 Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Applicants shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the First Party in relation to matters arising out of, or concerning the Selection Process. The First Party will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. The First Party may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the First Party.

2.21 Clarifications

- 2.21.1 To facilitate evaluation of Proposals, the First Party may, at its sole discretion, seek clarifications from any Applicant regarding its Proposal. Such clarification(s) shall be provided within the time specified by the First Party for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing.
- 2.21.2 If an Applicant does not provide clarifications sought within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, the First Party may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Applicant shall be barred from subsequently questioning such interpretation of the Authority.

E. APPOINTMENT OF CONTRACTOR

2.22 Negotiations

The Selected Applicant may, if necessary, be invited for negotiations. The negotiations shall generally not be for reducing the price of the Proposal, but will be for re-confirming the obligations of the Zonal NGO under this RFP. Issues such as deployment of Key Personnel, understanding of the RFP, methodology and quality of the work plan shall be discussed during negotiations. In case the Selected Applicant fails to reconfirm its commitment, the First Party reserves the right to designate the next ranked Applicant as the Selected Applicant and invite it for negotiations.

2.23 Substitution of Key Personnel

The First Party expects all the Key Personnel to be available during implementation of the Agreement. The First Party will not consider substitution of Key Personnel except for reasons of any incapacity or due to health.

2.24 Award of Contract

After selection, a Letter of Award (the "LOA") shall be issued, in duplicate, by the Authority to the Selected Applicant and the Selected Applicant shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in

acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected Applicant is not received by the stipulated date, the First Party may, unless it consents to extension of time for submission thereof, appropriate the Bid Security of such Applicant as mutually agreed genuine pre-estimated loss and damage suffered by the Authority on account of failure of the Selected Applicant to acknowledge the LOA, and the next ranking Applicant may be considered.

2.25 Execution of Agreement

After acknowledgement of the LOA as aforesaid by the Selected Applicant, it shall execute the Agreement within the prescribed period. The Selected Applicant shall not be entitled to seek any deviation in the Agreement.

2.26 Commencement of assignment

The Contractor shall commence work within 7 (seven) days of the date of the Agreement or such other date as may be mutually agreed. If the Contractor fails to either sign the Agreement or commence the assignment as specified herein, the First Party may invite the second ranked Applicant for negotiations. In such an event, the Bid Security of the first ranked Applicant shall be forfeited and appropriated

2.27 Proprietary data

All documents and other information provided by the First Party or submitted by an Applicant to the First Party shall remain or become the property of the First Party. Applicants and the Contractor, as the case may be, are to treat all information as strictly confidential. The First Party will not return any Proposal or any information related thereto. All information collected, analyzed, processed or in whatever manner provided by the Contractor to the First Party in relation to the Work shall be the property of the First Party.

3. CRITERIA FOR EVALUATION

3.1 Evaluation of Technical Proposals

3.1.1 In the first stage, the Technical Proposal will be evaluated on the basis of Applicant's experience in the field of work, understanding of TOR and the qualification & experience of Key Personnel. Only those Applicants whose Technical Proposals score 70 marks or more out of 100 shall qualify for further consideration, and shall be ranked from highest to the lowest on the basis of their technical score.

3.1.2 The scoring criteria to be used for evaluation shall be as follows:

Serial No.	Parameters	Maximum Marks
1	Experience in managing community based health programs (MCH, RH-including FP)	15
2	Experience in training community groups (CBO, SHG , PRI, ASHA, VHSNC)	15

3	Experience in facilitating social accountability processes (Jan Sunwais/ Social Audits , Facility Surveys etc)	15
4	Experience in government partnership building and coordination at district and block level (especially representation in district / block level government forums- District Health Committee , ASHA/ VHSNC Mentoring Group etc)	15
5	Experience in Rights Based Approach / Community Mobilization programmes.	15
6	Office set up in selected Zone	15
7	Methodology & Work Plan	5
8	Curriculum Vitae (CV) of key personnel	5
TOTAL		<u>100</u>

NOTE: The proposal of an Applicant will be evaluated for only the Zone or Zones where it has its own office set up.

3.2 Short-listing of Applicants

The Applicants scoring 70 or more marks in Technical evaluation shall be pre-qualified and short-listed for financial evaluation in the second stage.

3.3 Evaluation of Financial Proposal

- 3.3.1 In the second stage, the financial evaluation will be carried out as per this Clause 3.3.
- 3.3.2 For financial evaluation, the cost indicated in the Financial Proposal (Appendix-II) will be considered.
- 3.3.3 The First Party will determine whether the Financial Proposals are complete, unqualified and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services.

3.4 Final evaluation

- 3.4.1 The qualified Applicants shall be ranked according to their financial quote as per Financial Proposal starting with lowest quoted amount.
- 3.4.2 The Selected Applicant for a particular Zone shall be the first ranked Applicant, having the Lowest Financial Quote. The second ranked Applicant of that Zone having the Second Lowest Financial Quote shall be kept in reserve and may be invited for negotiations in case the first ranked Applicant withdraws, or fails to comply with the requirements specified in this RFP.

4. FRAUD AND CORRUPT PRACTICES

- 4.1 The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the First Party shall reject a Proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, the First Party shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to the First Party for, *inter alia*, time, cost and effort of the First Party, in regard to the RFP, including consideration and evaluation of such Applicant’s Proposal.
- 4.2 Without prejudice to the rights of the First Party under Clause 4.1 hereinabove and the rights and remedies which the First Party may have under the LOA or the Agreement, if an Applicant or Zonal NGO, as the case may be, is found by the First Party to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or

after the issue of the LOA or the execution of the Agreement, such Applicant or Contractor shall not be eligible to participate in any tender or RFP issued by the First Party during a period of 2 (two) years from the date such Applicant or Contractor, as the case may be, is found by the First Party to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.

4.3 For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- (a) **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the First Party who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the First Party /Government, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical Zonal NGO/ adviser of the First Party /Government in relation to any matter concerning the Project;
- (b) **“fraudulent practice”** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- (c) **“coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process;
- (d) **“undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the First Party /Government with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- (e) **“restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

5 MISCELLANEOUS

- 5.1 The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Guwahati shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.
- 5.2 The First Party, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
 - a. suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
 - b. consult with any Applicant in order to receive clarification or further information;
 - c. retain any information and/or evidence submitted to the First Party by, on behalf of and/or in relation to any Applicant; and/or
 - d. independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Applicant.
- 5.3 It shall be deemed that by submitting the Proposal, the Applicant agrees and releases the First Party/ Government, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.
- 5.4 All documents and other information supplied by the First Party or submitted by an Applicant shall remain or become, as the case may be, the property of the First Party. The First Party will not return any submissions made hereunder. Applicants are required to treat all such documents and information as strictly confidential.

- 5.5 The First Party reserves the right to make inquiries with any of the clients listed by the Applicants in their previous experience record.

SCHEDULE -1

Engagement of NGOs/ Organizations for Imparting Community Monitoring Programme in 2 zones covering 9 districts of Assam under the Community based Monitoring initiative of NHM, Assam

TERMS OF REFERENCE (TOR)

A. BACKGROUND

NHM, Assam is planning to implement Community Monitoring Programme in all 27 districts of Assam. The programme envisages developing and strengthening community involvement in accountability, planning and action mechanisms and processes to improve access and utilization of health services under NHM.

For the purpose of implementation, 27 districts are divided in 6 zones. NGO/ Organizations for 4 zones are already selected to implement community monitoring zone wise covering 18 districts of Assam. NGO selection for 2 Zones covering 9 districts is remaining to be done.

For the purpose of implementation 9 districts are divided in two zones (Zone 1 & Zone 2) and NGO/ Organizations would be selected to implement community monitoring zone wise covering these 9 districts of Assam.

THE OUTCOMES EXPECTED TO BE ACHIEVED BY THIS ARE STATED AS FOLLOWS:

- Enhanced capacity of community groups working on health related issues to engage with local government finances and public service issues.
- Informed, motivated and mobilized communities, holding government to account for state finance and public services.
- Co operative partnerships between civil society organizations and Government agencies to improve the allocation, spending and auditing of municipal finances to benefit citizens.
- Measurable improvements in public service delivery.

B. OBJECTIVE

- Provide regular and systematic information about community needs
- Provide feedback according to locally developed parameters
- Provide feedback on status of entitlements and functioning of functioning of various levels of the public health system, identify gaps/ deficiencies in the services and levels of community satisfaction
- Increase responsiveness of the public health system

I. SCOPE OF SERVICES FOR ZONAL NGO

1. Implement programme activities as per the guidelines of National health Mission, Assam.
2. Coordinate with State Nodal Agency on a regular basis. Assist in implementing decisions taken by the State Advisory Group of Community Action (SAGCA).
3. Arrange for technical and resource support, including capacity building for District and Block Programme Officers, and members of District Planning and Monitoring Committees (DPMCs) and Block Planning and Monitoring Committees (BPMCs).
4. Organise regular (quarterly) meetings of the DPMCs and BPMCs. In addition, ensure appropriate follow up action on the issues suggested by the DPMC and BPMC.

5. Facilitate orientation and refresher trainings for the Village Health Sanitation & Nutrition Committee (VHSNC) and Rogi Kalyan Samity (RKS) members as per state guidelines.
6. Undertake processes such as a) community mobilisation on NHM entitlements, b) develop peer leadership at the community level, c) community enquiry and facility survey, d) sharing of the report cards followed by Jan Samvad, e) ensure follow up action on the gaps and issues identified.
7. Coordinate with the district and block officials; Health, ICDS and PHED departments, Education Deptt, PRI structures at the community, block and district for smooth implementation of the CBM programme.
8. Collate and analyse the data from community enquiries, facility surveys and issues emerging from Jan samvads. In addition, undertake detailed documentation studies/reviews to capture the most significant changes.
9. Participate in the review and planning meetings organised by State Nodal Agency (SNA) and NHM, Assam provide feedback on the implementation issues which require support from the state level.
10. Undertake regular supportive supervision visits to mentor and provide feedback on quality and timeliness of programme implementation.
11. Support development of District Health Action Plan for the Community Monitoring component.
12. Ensure submission of Monthly Progress Reports (MPR) to the SNA.
13. Ensure submission of regular Finance Reports and Audited Statement of Expenditure to the SNA.

II. STAFFING DETAILS FOR ZONAL NGO

1. Zonal Coordinator for each Zone: Master Social Sciences (Sociology or Anthropology/ Master Social Work, with minimum 3 years of experience in managing community based health programs. Efficiency in Computer applications such as MS Word, Excel, Power Point Presentation and email is must.
2. District Coordinator (One DPO for each district falling under each zone): Graduate Social Sciences (Sociology or Anthropology/ Graduate Social Work, with minimum 3 years of experience in managing community based health programs. Efficiency in Computer applications such as MS Word, Excel, Power Point Presentation and email is must.
3. Block Coordinator: Graduate Social Sciences (Sociology or Anthropology/ Graduate Social Work, with minimum 2 years of experience in managing community based health programs. Efficiency in Computer applications such as MS Word, Excel, Power Point Presentation and email is must.

III. KEY DELIVERABLES

1. Completion of programme activities at the district level and below, as per norms and time lines provided.
2. Meetings of the DPMMs and BPMMs organised and follow up action suggested by committee members.
3. Increased convergence of key stakeholders such as NGOs, Nodal Officials- Department of Women and Child Development, Panchayati Raj, Public Health Engineering etc on the CAH processes.
4. Capacity building events for VHSNCs and RKS members organised.
5. Reports of all events including trainings, orientations, community enquiry process, awareness generation activities etc.

6. Review and planning meetings attended on regular basis.
7. Orientation of service providers on community monitoring
8. Inputs provided for developing DHAP.
9. Monthly and quarterly programme and audited financial reports submitted as per timeline
10. Organizing sensitization meeting on Community Based Monitoring Programme

D. DETAILS of ZONES FOR NGO SELECTION

Zone 1: Barak Valley Zone: Dima Hasao, Cachar, Karimganj, Hailakandi (4 districts)

Zone 2: Bongaingaon Zone: Bongaingaon, Dhubri, Barpeta, Kokrajhar, Chirang (5 districts)

E. PERIOD OF CONTRACT

The selected Zonal NGO shall provide the above service for a period of one year from the date of signing the agreement.

F. PAYMENT TERMS

1. 10 % payment on signing of agreement against a Bank Guarantee from a Schedule Bank in India for the equivalent amount, valid for a period of 6 months.
2. 40 % payment on receipt of performance report verified and certified by the District Health Society and receipt of Statement of Expenditure (SoE) and Utilization Certificate (UC)
3. 40 % payment based on UCs submitted and favorable evaluation report.
4. 10 % payment on receipt of completed UCs and audited Statement of Accounts along with project completion report certified by the District Health Society.

TECHNICAL PROPOSAL

APPENDIX -1

Form-1 Letter of Proposal

(On Applicant's letter head)

(Date and Reference)

To

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

Subject: Engagement of NGO/Organizations for Implementing Community Monitoring Programme in 2 zones covering 9 districts of Assam

Dear Sir,

With reference to your RFP No..... dated, I/we, having examined all relevant documents and understood their contents, hereby submit our Proposal for Engagement of NGOs/ Organizations for Implementing Community Monitoring Programme 9 districts of Assam.

The proposal is unconditional and unqualified.

1. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals.
2. This statement is made for the express purpose of appointment as Contractor for the subject assignment.
3. I/We shall make available to the First Party any additional information it may deem necessary or required for supplementing or authenticating the Proposal.
4. I/We acknowledge the right of the First Party to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. I/We certify that in the last three years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
6. I/We declare that:
 - a. I/We have examined and have no reservations to the RFP Documents, including any Addendum issued by the First Party;
 - b. I/We do not have any conflict of interest in accordance to the relevant clauses of the RFP Document;
 - c. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in Clause 4.3 of the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprise or any Government, Central or State; and
 - d. I/We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section 4 of the RFP, no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

7. I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Contractor, without incurring any liability to the Applicants
8. I/We certify that in regard to matters other than security and integrity of the country, we or any of our Associates have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Work or which relates to a grave offence that outrages the moral sense of the community.
9. I/We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
10. I/We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/Managers/ employees.
11. I/We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the First Party and/ or the Government of Assam in connection with the selection of Contractor or in connection with the Selection Process itself in respect of the above mentioned Work.
12. The Bid Security of Rs. 10,000/- (Rupees Ten Thousand only) in the form of a Demand Draft is attached, in accordance with the RFP document.
13. I/We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall I/we have any claim or right of whatsoever nature if the Work is not awarded to me/us or our proposal is not opened or rejected.
14. I/We agree to keep this offer valid for 90 (ninety) days from the Proposal Due Date specified in the RFP.
15. I/We have studied the RFP and all other documents carefully. I/ We shall have no claim, right or title arising out of any documents or information provided to us by the First Party or in respect of any matter arising out of or concerning or relating to the Selection Process including the award of Work.
16. The Financial Proposal is being submitted separately for each Zone in a separate cover. This Technical Proposal read with the Financial Proposal shall constitute the Application which shall be binding on us.
17. I/We agree and undertake to abide by all the terms and conditions of the RFP Document.
18. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP Document.

Yours faithfully,

(Signature, name and designation of the authorized signatory) (Name and seal of the Applicant / Lead Member)

TECHNICAL PROPOSAL

APPENDIX -1

Form – 2 Particulars of the Applicant

1.1	Title of Work: Implementing Community Monitoring Programme in 2 Zones covering 9 districts of Assam
1.2	State whether applying as an NGO or any other form of organization
1.3	<p>State the following:</p> <p>Name of NGO, Institution or Firm:</p> <p>Legal status: <i>(e.g. Society or Association under Societies Registration Act)</i></p> <p>Incorporation documents <i>(to be enclosed at the end)</i>: <i>(e.g. Certificate of Incorporation, Society Registration Certificate etc)</i></p> <p>Registered address:</p> <p>Year of Incorporation:</p> <p>Year of commencement of business:</p> <p>Principal place of business:</p> <p>Detailed profile, description of the institution including details of its main business:</p> <p>Name, designation, address, phone number, e-mail of the authorized signatory of the Applicant:</p>
	<p>Signature, Name and Designation of the authorized Signatory:</p> <p>For & behalf of</p>

TECHNICAL PROPOSAL

APPENDIX -1

Form 3: Preferred Zone/Zones

To

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

Subject: Preferred Zone/Zones for implementing the CBM Programme

Sir,

With reference to the subject cited above I would like to certify that our NGO/ Organization has opted for implementing CBM process in the Zone/Zones..... of the state coveringdistricts.

Yours faithfully,

(Signature, name and designation of the authorized signatory)
For and on behalf of.....

TECHNICAL PROPOSAL

Form 4: Experience in managing Community Based Health Programmes

Detail of experience in managing community based health programmes (MCH, RH-including FP)					
SL.	Description of work undertaken	Name & Address of the Agency that awarded the work	Value of the work (Rs)	Date of work order	Date of completion of work
(a)	(b)	(c)	(d)	(e)	(f)
1					
2					
3					
4					
5					
6					
7					
8					

This is to certify that the information contained in table above is true and correct.

Name of the Applicant:

Signature of the Applicant:

Date:

Seal of Applicant:

TECHNICAL PROPOSAL

APPENDIX -1

Form 5: Experience in training community groups

Detail of experience in training community groups (CBO, SHG, PRI, ASHA, VHSC)					
SL.	Description of work undertaken	Name & Address of the Agency that awarded the work	Value of the work (Rs)	Date of work order	Date of completion of work
(a)	(b)	(c)	(d)	(e)	(f)
1					
2					
3					
4					
5					
6					
7					
8					

This is to certify that the information contained in table above is true and correct.

Name of the Applicant:

Signature of the Applicant:

Date:

Seal of Applicant:

TECHNICAL PROPOSAL

APPENDIX -1

Form 6: Experience in facilitating social accountability processes

Detail of experience in facilitating social accountability processes (Jan Sunwais / Social Audits, Facility Surveys etc)					
SL.	Description of work undertaken	Name & Address of the Agency that awarded the work	Value of the work (Rs)	Date of work order	Date of completion of work
(a)	(b)	(c)	(d)	(e)	(f)
1					
2					
3					
4					
5					
6					
7					
8					

This is to certify that the information contained in table above is true and correct.

Name of the Applicant:

Signature of the Applicant:

Date:

Seal of Applicant:

TECHNICAL PROPOSAL

APPENDIX -1

Form 7: Experience in government partnership building and coordination at district and block level

Experience in government partnership building and coordination at district and block level (especially mention representation in district / block level government forums- District Health Committee , ASHA/ VHSNC Mentoring Group etc)					
SL.	Description of work undertaken	Name & Address of the Agency that awarded the work	Value of the work (Rs)	Date of work order	Date of completion of work
(a)	(b)	(c)	(d)	(e)	(f)
1					
2					
3					
4					
5					
6					
7					
8					

This is to certify that the information contained in table above is true and correct.

Name of the Applicant:

Signature of the Applicant:

Date:

Seal of Applicant:

TECHNICAL PROPOSAL

APPENDIX -1

Form 8: Experience in Rights Based Approach/Community Mobilization

Experience in Rights Based Approach / Community Mobilization programmes such as Right to Health, Women empowerment, Right to Food, Right to Information, Right to Employment, Human Rights, Child Rights etc					
SL.	Description of work undertaken	Name & Address of the Agency that awarded the work	Value of the work (Rs)	Date of work order	Date of completion of work
(a)	(b)	(c)	(d)	(e)	(f)
1					
2					
3					
4					
5					
6					
7					
8					

This is to certify that the information contained in table above is true and correct.

Name of the Applicant:

Signature of the Applicant:

Date:

Seal of Applicant:

TECHNICAL PROPOSAL

APPENDIX -1

Form 9: Certification of Office Set-up

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

Subject: Certification of office set-up in selected zone

Sir,

With reference to the subject cited above I would like to certify that our NGO/Organization has office (s) in the selected zone (s). The full address of our office set-up is stated below (Zone-wise):

SL	ZONE	FULL ADDRESS OF OUR OFFICE SET UP

Yours faithfully,

(Signature, name and designation of the authorized signatory)
 For and on behalf of.....

TECHNICAL PROPOSAL

APPENDIX -1

Form-10 Proposed Methodology and Work Plan

The proposed methodology and work plan shall be described as follows:

1. Understanding of CBM Approach and strategy (not more than two pages)

The Applicant shall clearly state its understanding of the CBM Approach and also highlight its important aspects. The Applicant may supplement various requirements of the TOR and also make precise suggestions if it considers this would bring more clarity and assist in achieving the Objectives laid down in the TOR.

2. Methodology & Work Plan - staffing, roll out plan etc (not more than three pages)

The Applicant will submit its methodology for carrying out this assignment, outlining its approach toward achieving the Objectives laid down in the TOR. The Applicant will submit a brief write up on its proposed team and organization of personnel explaining how different areas of expertise needed for this assignment have been fully covered by its proposal.

3. Monitoring and evaluation (Goal, Indicators, Reporting etc)

The applicant will submit a brief on its monitoring plan- How it envisages overseeing implementation of CBM process in the districts, blocks and villages of the selected zone.

Note: Marks will be deducted for writing lengthy and out of context responses.

TECHNICAL PROPOSAL

APPENDIX -1

Form-11 Curriculum Vitae (CV) of Key Personnel

1. Name of Personnel:
2. Designation
3. Date of Birth:
4. Nationality:
5. Educational Qualifications:
6. Employment Record:

(Starting with present position, list in reverse order every employment held.)

7. Details of experience:

Name of Institution

Description of responsibilities

8. Details of the current assignment :

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications and my experience.

Place..... (Signature and name of the Key Personnel)

(Signature, name & seal of the Authorized Signatory of the Applicant)

Notes:

1. Use separate form for each Key Personnel.
2. Each page of the CV shall be signed in ink by both the Personnel concerned and by the Authorized Representative of the Applicant firm along with the seal of the firm.

TECHNICAL PROPOSAL

APPENDIX -1

Form-12 ANNUAL TURNOVER (To be submitted by applicants for Zonal NGO)

The Annual Turnover of M/s _____ for the past three years are given below and certified that the statement are true and correct.

Sl No.	Year	Turnover in Lakhs
1.	2010-11	
2.	2011-12	
3.	2012-13	
	Total-	Rs. _____ Lakhs

Seal & Signature of Chartered

Accountant/Auditor

Appendix-II: Financial Proposal

FINANCIAL PROPOSAL

(On Applicant's letter head)

Reference:

Date:

To

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

Subject: Implementation of Community Monitoring Programme as Zonal NGO in Zone.....

Dear Sir,

I/We the undersigned, offer to provide the services for the Community Monitoring Programme as Zonal Nodal NGO in Zone in accordance with your Request of Proposal dated _____ (Date), and our Proposal (Technical and Financial Proposal).

As per your indicated budget provided we are quoting at par/ below (mention percentate/amount).....the budget indicated for Zone no.....

Our financial proposal is for the sum of Rs. _____ [*Amount in figures*]
(Rupees _____ only) [*Amount in words*] and is inclusive of all taxes duties, levies and out of pocket expenses, for implementing Community Monitoring Programme as Zonal NGO in Zone.....within the state of Assam for a period of one year from the date of signing of agreement.

I am furnishing the item wise detail budget as annexure with this letter, along with our quotes in comparison to the rates indicated in the Indicative Budget of NHM, Assam.

I/We agree that this offer shall remain valid for a period of 90 (ninety) days from the Proposal Due Date or such further period as may be mutually agreed upon.

We understand that you are not bound to accept any proposal you receive.

Yours faithfully,

(Signature, name and designation of authorized signatory with seal)

IMPORTANT NOTE:

An Applicant must submit its Financial Proposal separately for each Zone selected by the Applicant and must understand that it is eligible for applying for a maximum of one (1) zone only.

INDICATIVE BUDGET FOR ZONE 1

THE NGOS WOULD BE REQUIRED TO SUBMIT THIS TABLE WITH THE APPENDIX -2 FINANCIAL PROPOSAL (REVISED) ALONG WITH THEIR QUOTES AS "UNIT COST" & "TOTAL COST".

Indicative budget of Zonal NGOs under Community Based Monitoring (CBM) Programme							QUOTES BY NGO	
Indicative Budget for Zonal NGO under Zone 1: Barak Valley covering Dima Hasao, Cachar, karimganj, Hailakandi							UNIT COST	TOTAL COST
Sl. No.	Budget Head	No.of Months/sessions to be budgeted for	No.of Units	indicative Unit Cost (in Rs)	Total to be calculated and submitted by applicant zonal NGOs(in Rs)	Remark		
1.1	HR Cost							
i	Salaries to Zonal Coordinators	12	1	28,000.00	336,000.00			
ii	Salary of District Coordinators	12	4	22,000.00	1,056,000.00			
iii	Salary of Block Facilitators	12	20	12,000.00	2,880,000.00			
iv	Remuneration to volunteers/field workers		20	5,000.00	100,000.00	Rs 5000/- Lumpsum per Block for volunteers/field workers to be deployed as and when required.		
	Sub Total of 1.1				4,372,000.00			
1.2	Travel cost for implementation of the project							
i	Travel costs (TA/DA/Lodging etc) to ZNGO	12	1	14,400.0	172,800.00	Budget break up given below		
ii	Travel cost (TA/DA/Lodging etc) to District Unit	12	4	8,000.0	384,000.00	Unit cost calculated lumpsum		
iii	Travel cost (TA/DA/Lodging etc) to block unit	12	20	5,000.0	1,200,000.00	Unit cost calculated lumpsum		
	Sub total of 1.2				1,756,800.00			
1.3	Administrative							
i	Documentation (preparation of case studies, videographs,			20,000.0	20,000.00	One time allocation @ 20,000/- per zone		

	reports etc)							
ii	Office Expense for Zonal NGOs	12	1	15,000.0	180,000.00	To be budgeted @ 15,000/- per month for 9 months		
	Sub Total of 1.3				200,000.00			
1.4	Training, review and orientations							
i	Three (3) days Residential Training of District and Block facilitators (Including Travel, Logistics, Training material)	3	30	1,000.00	90,000.00	To be budgeted @ Rs 1000 per person per day for district coordinators (4) and block facilitators (20) and 6 additional from Zonal NGO and NHM. Training would be for three days		
ii	Orientation of District level Planning and Monitoring Committees	1	4	3,000.0	12,000.00	To be budgeted @ Rs 3000 for one orientation meeting for one district. One session would be sufficient.		
iii	Orientation of Block PHC Planning & Monitoring Committee	1	20	2,000.0	40,000.00	To be budgeted @ Rs 2000 for one orientation meeting for one district. One session would be sufficient.		
iv	Orientation/ Reorientation of Village Health & Sanitation Nutrition Committee (VHSNC)	1	997	1,000.0	997,000.00	Rs 1000 per VHSNC. List of VHSNCs to be covered per district is given as annexure.		
v	Reviews meeting with block and district teams	4	30	500.0	60,000.00	Rs 500 per person per meeting including food, TA etc. 4 District Co, 20 Block Co, 6 additional including member of		

						Zonal NGO and NHM= 30 Participants		
vi	Community awareness on health entitlements and programme using different approaches such as folk media, plays, wall writings, community level activities etc.		1	10,000.0	10,000.00	One time fund of Rs 10,000 per district		
vii	Jan Samvad at Block Level	1	20	5,000.0	100,000.00	To be budgeted @ Rs 5000 per block. Only one Jan samvad for one block		
viii	Jan Samvad at District Level	1	4	25,000.0	100,000.00	To be budgeted @ Rs 25,000 per district. Only one Jan samvad for one District		
	Sub total of 1.4				1,409,000.00			
	Total indicative budget for Zonal NGO (1.1 + 1.2 + 1.3 + 1.4)				7,737,800.00			
N.B:-								
Break up of monthly travel cost by Zonal NGO								
		Unit Cost	Location	Duration	Total			
	TA	400	4	3	4,800.00			
	DA	300	4	3	3,600.00			
	Lodging	400	4	3	4,800.00			
	Local conveyance	100	4	3	1,200.00			
					14,400.00			

	Total indicative budget for Zonal NGO (1.1 + 1.2 + 1.3 + 1.4)				8,920,000.00			
	Break up of monthly travel cost by Zonal NGO							
		Unit Cost	Location	Duration	Total			
	TA	400	5	3	6,000.00			
	DA	300	5	3	4,500.00			
	Lodging	400	5	3	6,000.00			
	Local conveyance	100	5	3	1,500.00			
					18,000.00			