National Health Mission
Madhya Pradesh

RFP for Selection of Non Government Organizations/Non-Profit Organizations for conducting ASHA Trainings in Various district of Madhya Pradesh

Tender No. - NHM/ASHA/2020/5087

Office of National Health Mission
8, Arera Hills Bhopal - 462003

Tel: 0755 420144 - Email:-ddashanhm@mp.gov.in
Website:-www.nhmmp.gov.in
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DISCLAIMER

All information contained in this tender document provided and clarified are in the good interest and faith. This is not an agreement and not an offer or invitation to enter into an agreement of any kind with any party. Though adequate care has been taken in this tender document, the interested NGOs/NPOS shall satisfy themselves before applying against this RFP that they are eligible for participation. The information published in this document is not intended to be exhaustive. Interested NGOs/NPOS are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the tender document is complete in all respects and NGOs/NPOS submitting their proposal are satisfied that the tender document is complete in all respects. National Health Mission, Madhya Pradesh (NHM-MP) reserves the right to reject any or all of the proposals submitted in response to this tender document at any stage without assigning any reasons whatsoever. NHM-MP also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their proposal in response to this tender. NHM-MP reserves the right to change, modify and amend any or all of the provisions of this tender document without assigning any reason. Any such change would be communicated to the NGOs/NPOS by posting it on https://mptenders.gov.in portal or on the website of NHM-MP (www.nhmmp.gov.in)

Neither NHM-MP nor their employees and associates will have any liability to any prospective respondent interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this tender document, any matter deemed to form part of this tender document, the award of the assignment, the information and any other information supplied by or on behalf of NHM-MP or their employees or otherwise arising in any way from the selection process for the assignment.

Information provided in this document or imparted to any respondent as part of tender process is confidential and shall not be used by the respondent for any other purpose, distributed to or shared with any other person or organization.
## GLOSSARY

### Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASHA</td>
<td>Accredited Social Health Activist</td>
</tr>
<tr>
<td>CA</td>
<td>Charted Accountant</td>
</tr>
<tr>
<td>EMD</td>
<td>Earnest Money Deposit</td>
</tr>
<tr>
<td>GoMP</td>
<td>Government of Madhya Pradesh</td>
</tr>
<tr>
<td>GOI</td>
<td>Government of India</td>
</tr>
<tr>
<td>HBNC</td>
<td>Home Based Newborn Care</td>
</tr>
<tr>
<td>HBYC</td>
<td>Home Based Young Child Care</td>
</tr>
<tr>
<td>MP</td>
<td>Madhya Pradesh</td>
</tr>
<tr>
<td>NHM-MP</td>
<td>National Health Mission Madhya Pradesh</td>
</tr>
<tr>
<td>MoHFW</td>
<td>Ministry of Health and Family Welfare</td>
</tr>
<tr>
<td>NCD</td>
<td>Non Communicable Disease</td>
</tr>
<tr>
<td>NGO</td>
<td>Non Government Organization</td>
</tr>
<tr>
<td>NPO</td>
<td>Non-Profit Organization</td>
</tr>
<tr>
<td>NHM</td>
<td>National Health Mission</td>
</tr>
<tr>
<td>PE</td>
<td>Peer Educator</td>
</tr>
<tr>
<td>SL</td>
<td>Service Levels</td>
</tr>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>SOE</td>
<td>Statement of Expenditure</td>
</tr>
<tr>
<td>UC</td>
<td>Utilization Certificate</td>
</tr>
</tbody>
</table>
1. Bid Data Sheet

<table>
<thead>
<tr>
<th>Particular</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the Client</td>
<td>National Health Mission Madhya Pradesh (NHM-MP)</td>
</tr>
<tr>
<td>Address and Concerned person for Correspondence</td>
<td>Mission Director, National Health Mission Madhya Pradesh, Arera Hills, Bhopal - 462003</td>
</tr>
<tr>
<td>Availability of Tender - Start Date and Time</td>
<td>18/03/2020, 12:00 Hrs.</td>
</tr>
<tr>
<td>Availability of Tender - End Date and Time</td>
<td>08/04/2020, 17:30 Hrs.</td>
</tr>
<tr>
<td>Last date for sending Pre-Bid queries</td>
<td>28/03/2020, 17:30 Hrs.</td>
</tr>
<tr>
<td>Email address to send the Pre-bid queries</td>
<td><a href="mailto:dashanhm@mp.gov.in">dashanhm@mp.gov.in</a></td>
</tr>
<tr>
<td>Online Bid Submission Date</td>
<td>08/04/2020, 17:30 Hrs.</td>
</tr>
<tr>
<td>Cost of bid document</td>
<td>Rs. 2,000 + Processing Fees (non-refundable) to be paid online through the e-procurement portal.</td>
</tr>
<tr>
<td>EMD / Bid Security Amount</td>
<td>Rs 1,00,000/- (Rs One Lakh only) online through e-procurement portal. EMD in any other form will not be accepted failing which the tender shall be rejected summarily.</td>
</tr>
<tr>
<td>Date and time for opening of Proposal</td>
<td>15/04/2020, 12:00 Hrs.</td>
</tr>
<tr>
<td>Performance Security</td>
<td>EMD of successful NGO/NPOs shall be converted to performance security.</td>
</tr>
<tr>
<td>Method of submission of Proposal</td>
<td>Only through e-Procurement portal: website <a href="https://mptenders.gov.in">https://mptenders.gov.in</a></td>
</tr>
<tr>
<td>Validity of Bids</td>
<td>Minimum 120 days from the last date of submission of proposal as mentioned in this tender or the subsequent corrigendum (if any)</td>
</tr>
</tbody>
</table>
2. Introduction

With the objective of providing effective, efficient and affordable healthcare to rural population in India, the NRHM aims to appoint a female health activist known as ASHA (Accredited Social Health Activist) in every village, selected from the village itself. The ASHA programme was introduced as a key component of the community processes intervention. The National Rural Health Mission (NRHM) launched in April, 2005 has completed 14 years of implementation and is now commencing its second phase as National Health Mission (NHM). National Urban Health Mission (NUHM) launched as sub-mission of NHM in 2013. NHM seeks to provide equitable, affordable and quality healthcare to the rural population, specially the vulnerable group. ASHA is a health activist in the community who creates awareness on health and its social determinants and mobilize the community towards health planning and increased utilization and accountability of the existing health services. ASHA act as a 'bridge' between the community and health service outlets and would play a central role, in achieving national health and population policy goals. The effectiveness of ASHA worker largely depends on the training and support from both the health system and the community. The training envisages a three –pronged strategy---induction training followed by a periodic and program specific training, and on the job training. Though the training material is produced at the national level, states have the freedom to modify the contents as per local needs. This training will be of interactive sessions to help refresh and upgrade their knowledge and skills and solve the problems they are facing, monitor their work and keep up their motivation and interest. In the journey so far, there is a better understanding of the programme through learning from the experiences of the implementers and various stakeholders, assessments and evaluations.

Accredited Social Health Activist (ASHA) - The objective of National Health Mission (NHM) is to strengthen the healthcare delivery system with a focus on the needs of the poor and vulnerable sections among the rural population. One of the main tenets of the mission is to identify one ASHA (Accredited Social Health Activist) per 1000 population in the rural areas with the purpose of supporting the community to access public health services. She is expected to create awareness on health and its determinants, mobilize the community towards local health planning, and increase utilization of the existing health services. The ASHAs play a critical & effective role in bridging the gap between NHM and the communities therefore it’s important to keep the ASHA motivated to perform her duties efficiently and address issues related to provision of quality services. The ASHAs are very keen on their job responsibilities like registration of pregnant women, ANC/ PNC, VHND, immunization, family planning, identifying risk factor in mother and child etc. These activities linked to monetary incentives. There are 52 type of incentive made for ASHA worker. ASHA include the functions of a healthcare facilitator, a service provider and a health activist. Broadly her functions involve providing preventive, promotive and basic curative care in a role complementary to other health functionaries; educating and mobilizing communities particularly those belonging to marginalized communities, for adopting behaviors related to better health and create awareness on social determinants, enhancing better utilization of health services.

Further details information about the ASHA Program can be seen in http://asha.mp.gov.in/
## 2 Eligibility Criteria

The NGOs/NPOs interested in bidding for the tender should meet the minimum eligibility criteria as mentioned below:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Eligibility Criteria</th>
<th>Documents to be Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Registered firms as non-profit agency / NGO under Firms &amp; Society Act Rule 27 of the state or registered Trust or Company not working for profit motive.</td>
<td>Copy of Registration Certificate or Copy of 12 A certificate</td>
</tr>
<tr>
<td>2.</td>
<td>NPO/NGO shall have office in MP.</td>
<td>Copy of rent agreement/ copy of registry/ Latest copy Electricity bill/ Latest copy telephone bill (on the name of Non-profit agency / NGO).</td>
</tr>
<tr>
<td>3.</td>
<td>Minimum 3 years of experience working with any department of MP State government like Health Department, Education Department, Women and Child Development Department, Rural Development Department etc. except engagement in awareness campaign, nukkad naatak, relly etc.</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. department</td>
</tr>
<tr>
<td>4.</td>
<td>Minimum 3 years of experience of implementing program with grant/ financial support of National/International Funding Agency/Foreign Funding Agency/CSR agency etc. except engagement in awareness campaign, nukkad naatak, relly etc.</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned International Funding Agency / Foreign Funding Agency .</td>
</tr>
<tr>
<td>5.</td>
<td>Minimum 2 years of experience of facilitate or working with particular Training domain with respect to Health, Education, Empowerment etc.</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. department</td>
</tr>
<tr>
<td>6.</td>
<td>Average Annual Turn over per year for last three years 2016-17, 2017-18, 2018-19 should be 50 lakh.</td>
<td>Funds received and expenditure incurred accompanied with CA audited balance sheet for last three financial years.</td>
</tr>
<tr>
<td>7.</td>
<td>The NGO should not be black listed by any State Government, Central Government or any other Public Sector undertaking as on the date of Bid submission.</td>
<td>An undertaking to this effect should be submitted by the NGO/ NPOs on its letter head signed by authorized person.</td>
</tr>
<tr>
<td>8.</td>
<td>There should not be any incidence in past of initiation of bankruptcy or winding proceedings or any legal action for violation of any government rules/regulations against the NGO/ NPOs.</td>
<td>An undertaking to this effect should be submitted by the NGO/NPOs on its letter head signed by authorized person.</td>
</tr>
</tbody>
</table>

**Note :-** Organization currently engaged in ASHA Training at any district of Madhya Pradesh are not eligible for this RFP.
4. Criteria of marking

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Criteria</th>
<th>Documents to be Provided</th>
<th>Marks Allotted</th>
<th>Maximum Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>NGO/NPOs Strength</td>
<td>Existence of NGO/NPOs. Copy of Registration Certificate or Copy of 12 A certificate</td>
<td>05 years to less than or equal to 08 years = 04 Marks Thereafter 01 mark for every 02 years of existing subject to maximum 08 marks.</td>
<td>12</td>
</tr>
<tr>
<td>2.</td>
<td>Operational area of NGOs/NPOs in MP</td>
<td>List of districts in which NGO/NPO implemented any program supported by state/National/International Funding Agency / Foreign Funding Agency at least for a year with details such as name of the district, year of operation, name of the program and source of funding.</td>
<td>02 districts to less than or equal to 05 districts= 04 marks Thereafter 01 marks for every 2 districts Subject to maximum 08 marks</td>
<td>12</td>
</tr>
<tr>
<td>3.</td>
<td>Logistic Strength</td>
<td>Registry or Lease/rent agreement, if organization have their own infrastructure, building or institute on rent or lease for training logistic.</td>
<td>If own infrastructure and logistic strength at applied district = 10 marks If institute is on rent or lease at applied district = 05 marks</td>
<td>10</td>
</tr>
<tr>
<td>4.</td>
<td>Financial Strength</td>
<td>Average turnover in previous 3 years from the date of publication of tender. The receipt shall be verified from the audited balance sheet certified by CA.</td>
<td>50 lakhs to less than or equal to 01 crore = 10 marks per year. Thereafter 02 marks/year for every 50 lakhs Subject to maximum 10 marks</td>
<td>20</td>
</tr>
<tr>
<td>5.</td>
<td>Manpower strength</td>
<td>Self-Certificate on letter head with list of permanent staff with core funding and project based staff with details such as name of the person, designation, name of the project/ program and duration of working in the organization</td>
<td>10 employee to 30 employees = 04 Marks Thereafter 2 marks for every 10 employees Subject to maximum 6 marks</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td>64</td>
</tr>
</tbody>
</table>
### B. Experience of NGO

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Criteria</th>
<th>Documents to be Provided</th>
<th>Marks Allotted</th>
<th>Maximum Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Minimum 03 years of experience working with any department of MP State government like Health Department, Education Department, Women and Child Development Department, Rural Development Department etc. except engagement in awareness campaign, nukkad naatak, rally etc.</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned Govt. Department.</td>
<td>3 to less than or equal to 5 years = 2 marks&lt;br&gt;Thereafter 2 marks for every 3 years of experience, subject to maximum 10 marks</td>
<td>12</td>
</tr>
<tr>
<td>2.</td>
<td>Minimum 2 years experience in working with Training Domain with thematic areas such as Health, Nutrition, Skill, Education, Empowerment etc. except running of school/ colleges/ coaching classes/ vocational classes etc.</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. Department/ Multilateral implementation agencies.</td>
<td>2 to less than or equal to 3 years = 2 marks&lt;br&gt;Thereafter 2 marks for every 2 years of experience, subject to maximum 10 marks</td>
<td>12</td>
</tr>
<tr>
<td>3.</td>
<td>Minimum 3 years of experience of implementing program with grant/ financial support of National/International Funding Agency / UN Funding Agency/CSR agency etc. except engagement in awareness campaign, nukkad naatak, rally etc.</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned agencies.</td>
<td>3 year or less than or equal to 5 years = 2 marks&lt;br&gt;Thereafter 2 marks for every 3 years of experience, subject to maximum 10 marks</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td><strong>36</strong></td>
<td></td>
</tr>
</tbody>
</table>
5. **Scope of Work**

5.1 **The training of ASHAs and ASHA Facilitator:**

Training and Capacity building of ASHA is a continuous process. Building ASHAs knowledge base and skills is critical in enhancing her effectiveness to achieve the desired healthcare outcomes. ASHA needs more skills for her to be effective - as a facilitator, as a community level health care provider, and as a health activist. Training of the ASHA is a continuous process, and the duration and skills specified below are the absolute minimum, which must be achieved for every ASHA. Over a period of time, ASHAs needs training on program specific domain, comprehencive primary healthcare and upcoming GOI community based approaches. For better understanding and participation state focus on residential training. The role of NGO/NPO is to provide logistic arrangement and other support to conduct smooth and quality training. Participants, resource person, resource material and administrative support is given by the department itself.

**Training Strategy**

The training strategy includes:

1. **Induction Training** - All newly selected ASHAs will undergo an eight day residential induction training to orient her to role and responsibilities, provide the skills of community rapport building and leadership, and an understanding of the health system and a rights based approach to health.

2. **Skill based Training for key competencies in women and children's health and nutrition** - This is a twenty day residential training to be completed in four rounds within the first eighteen months of joining. All ASHAs are required to be certified in a set of competencies related to basic reproductive, maternal, newborn, and child health and nutrition, and infectious diseases such as malaria and tuberculosis. The existing Modules 6 and 7 will be used for this training.

3. **Supplementary, Program Specific and Refresher Trainings** - Subsequently at least fifteen days of residential training annually as per GOI, to be planned in which new topics and skills can be added. These can also serve to reinforce existing skills in areas where the ASHAs need further inputs. The new skills would be specific to local needs. Skills in certain areas such as Non Communicable Disease screening, mental health counselling, HBYC or other skills that the state would like to prioritize can be taught to selected ASHAs rather than all ASHAs in a particular area. She could then provide such services to larger set of villages.

**Key Features of Training**

- A national team of trainers trained and accredited at the national training sites. The national trainers are a mix of the faculty of the national training site, trainers deputed from other Public Health Organizations, or freelance trainers who can be called upon when required. 
- A team of state trainers trained and accredited at national training sites. 
- A team of ASHA trainers for each district drawn from the sub district level, trained and accredited at the state level training sites. 
- ASHA trainers conduct the training sessions for ASHAs and ASHA facilitators in the district training sites.
The training methodology include some short lecture-presentations, role play, participatory learning etc. However, most sessions have practice of skills and/or small group discussions and small assignments. There are field visits during the training programme based upon the training need. The training programme also include examination of newborns and children as part of the practice skills and this will be done during the field work that would be undertaken by ASHA and the ASHA facilitators between the training rounds. Clinical and field situations with problem solving exercises also to be demonstrated using AVI, films and situation cards.

**Quality Assurance for Training** - Quality of training is a serious concern. Quality assurance will require the following minimum standards to be followed:

a. All trainers and master trainers should be duly tested and accredited and only those who have so qualified should be used for training.

b. Training sites should also be duly inspected and fulfill the needs of residential training as per the training need.

c. Training should always be accompanied by well-crafted training module and material designed by the NHSRC to assure quality of training.

d. It is important to emphasis on Needs and requirement of ASHAs. Those ASHAs who do not pass the evaluation should be provided on the job training and supervision and should be recalled for refresher training.

e. There should be sufficient opportunity for participants to get hands on practice and a conducive training environment for participants to freely raise questions and voice opinions.

**Management of Training and Post Training Supportive Supervision**

**At the National level:** NHSRC work closely with the Training/NHM Division (MOHFW) and the National ASHA. They are responsible for developing processes for selection of NGOs and other organizations to serve as national and state training sites, developing guidelines selection of state level ASHA trainers, develop prototype training modules for state adaptation and use, accreditation for national and state sites and trainers, Facilitate state coordination with the national training sites, review and support the training.

**At the State level:** The State ASHA Resource centre will be responsible for implementing the ASHA training. This includes selection of state trainers, ASHA trainers from the districts, Identification and strengthening of the state and district training sites, coordinating and ensure the logistics of nominating of state trainers and ASHA trainers and Participants, to the training at the training sites respectively, facilitating accreditation and appraisal of the district training sites, ASHA trainers and ensure Training of the ASHA in accordance with procedures, ensure timely distribution of the ASHA reading material, modules, training material and other training aids to the district sites.

**At the District Level:** The CMHOs and district community mobilizers will coordinate with the State ASHA Resources Centre, District Training sites, and district health society to support and supervise
training of the ASHA at district level. They will support the district training agencies in developing a block wise training calendar for ASHAs, ASHA Facilitators, maintaining a data base of the ASHA training, ensuring availability of adequate training material-equipment and books for every round, and monitoring training quality, ensuring that every ASHA is evaluated for knowledge and skills after every round of training, maintaining a data base of ASHA training to enable monitoring of training schedules, drop outs among trainees and trainers between rounds, and training quality.

**Partnerships with NGO for training logistic and support** - State in partnerships with NGOs conduct the ASHA Trainings. NGO/NPO are responsible for the logistic arrangements and support for the training, similarly ensure the quality. The training load and targets will be approved by the CMHOs followed by NHM-MP. Above said training load and batches would be increse or decrese by the period of time and needs. On time to time state will conduct a appraisal process to evaluate and ensure training quality and logistic arrangements. Mainly the logistic requirement for a batch (30 ASHAs and 03 Trainer) is mandatory as follows :-

<table>
<thead>
<tr>
<th>S.No</th>
<th>Logistic</th>
<th>Specification</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Traing Hall with Spacious surrounding</td>
<td>300 to 425 squire feet</td>
</tr>
<tr>
<td>2</td>
<td>5-6 Rooms for Accommodation or doormatry or hall to accomodate 30 ASHAs</td>
<td>Per batch</td>
</tr>
<tr>
<td>3</td>
<td>4 rooms for trainers with attached let-bath</td>
<td>3 for district trainer, 1 for state trainer in case of their monitoring visit</td>
</tr>
<tr>
<td>4</td>
<td>Toilet</td>
<td>4 per batch</td>
</tr>
<tr>
<td>5</td>
<td>Bathroom</td>
<td>4 per batch</td>
</tr>
<tr>
<td>6</td>
<td>Kitchin</td>
<td>to prepare meal for 35 people</td>
</tr>
<tr>
<td>7</td>
<td>White board and other stationary requirment</td>
<td>1 per batch</td>
</tr>
<tr>
<td>8</td>
<td>Dinning Hall/Space for eating</td>
<td>one</td>
</tr>
<tr>
<td>9</td>
<td>Mattress, Rajayi, Pillow, bedsheet</td>
<td>one per participants</td>
</tr>
<tr>
<td>10</td>
<td>Fan, Cooler, Hot and Cold Water</td>
<td>As per requirment</td>
</tr>
<tr>
<td>11</td>
<td>AVI, LCD Projector</td>
<td>01 per batch</td>
</tr>
<tr>
<td>12</td>
<td>Generator</td>
<td>01</td>
</tr>
</tbody>
</table>

**6. Activities**

The NGOs /NPOs shall perform following activities which are indicative in nature and may change as per the requirement.

<table>
<thead>
<tr>
<th>S. N.</th>
<th>Type of the activity</th>
<th>Stake Holders</th>
</tr>
</thead>
</table>
| 1     | Capacity building/Training | • ASHA & ASHA Facilitator  
• State ASHA Resource Center  
• District Program Managment Unit  
• Block Program Management Unit |
7. List of districts where Non-profit agency/NGOs Services are required

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Name of District</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Harda</td>
</tr>
<tr>
<td>2</td>
<td>Hoshangabad</td>
</tr>
<tr>
<td>2</td>
<td>Jhabua</td>
</tr>
<tr>
<td>4</td>
<td>Seoni</td>
</tr>
<tr>
<td>5</td>
<td>Neemuch</td>
</tr>
<tr>
<td>6</td>
<td>Shajapur</td>
</tr>
<tr>
<td>7</td>
<td>Mandsaur</td>
</tr>
</tbody>
</table>

At present NHM seeks NGO/NPO partnership in above districts and it may expand the program in other districts if required. Non-profit agency/NGO shall prioritize the above mentioned districts in the order of 1 to 7 wherein the district at position 1 is regarded as the most preferred and the district at position 7 is regarded as the least preferred. Priority will be given to those NGOs already working in same district and having above said logistic requirement over there. The preference list and document shall be mentioned as annexure D.

8. Review and Monitoring

The performance of the NGOs/NPOs will be judged on the basis of work done against the agreed work plan for all the activities and fund utilization. The quality of the work will be measured through feedback of the district and state officers obtained through check list designed for the purpose. The review and monitoring will be done through ASHA Soft designed by the NHM and access will also be given to the NGOs/NPOs.

1. Reporting

For all purposes the Non-profit agency/NGO will be reporting to the CMHO, or his/her designee. Non-profit agency/NGO will generate activity reports/ training reports highlighting the accomplishment against the agreed work plan and plan for improvement.

Duration of the Contract

Non-profit agency/NGO selected for the purpose shall enter into a contract with the NHM with agreed terms and conditions. Based on the duration of work, NGOs/NPOs may be engaged initially for a period of 3 year from the date of signing of agreement which may further be extended by maximum period of 2 year on by NHM, subject to satisfactory performance which may be measured through external evaluation and on the same terms and condition of the contract. The criteria for evaluation will be finalized by NHM and will be mandatory before taking decision to extend the contract.

10. Instructions to the Non-profit agency/NGOs

This section specifies the procedures to be followed by NGOs in the preparation and submission of their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of contract. It is important that the NGOs/NPOs carefully reads and examines the tender document.

11.1 Availability of Tender Document

The Tender document is available and downloadable on following websites:
a) [https://mptenders.gov.in](https://mptenders.gov.in)
b) http://www.nhmmp.gov.in

Tender Fees (non-transferable & non-refundable) must be paid online at e-procurement portal ([https://mptenders.gov.in](https://mptenders.gov.in)).

11.2 Clarifications

11.2.1 Clarifications
The prospective NGOs /NPOs requiring any clarification on the tender shall contact NHM-MP through email by sending the queries at ddashanhmmp@mp.gov.in. NHM-MP would provide clarifications to only those queries which would be received before a period as mentioned in bid data sheet. All future correspondence/corrigendum shall be published on [https://mptenders.gov.in](https://mptenders.gov.in) and NHM MP website [http://www.nhmmp.gov.in](http://www.nhmmp.gov.in)

11.2.2 Issue of Corrigendum
a) NHM-MP reserves the right to make any kind of amendments or in the terms and conditions of tender before the due date of submission of bid. Any change/ clarification/ corrigendum would be uploaded on the e-procurement portal.

b) NHM-MP at its discretion may extend the due date for the submission of bids.

11.3 Preparation and Submission of Proposal

11.3.1 Completeness of Bids
NGOs /NPOs are advised to study all instructions, forms, terms, requirements and other Information in the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. The response to this tender should be full and complete in all respects. Failure to furnish the information required by the tender documents or submission of a proposal not substantially responsive to the tender documents in every respect will be at the NGOs /NPOs risk and may result in rejection of its proposal. The tender document is not transferable to any other NGOs /NPOs.

11.3.2 Language

The bid as well as all correspondence and documents relating to the bid exchanged by the NGOs /NPOs and the NHM MP, shall be in English language only.

11.3.3 Submission of Bid

- The NGOs/NPOs is responsible for registration on the e-procurement portal ([https://mptenders.gov.in](https://mptenders.gov.in)) at their own cost. The NGOs /NPOs are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website.

- NGOs /NPOs shall submit their proposals electronically on the portal: [https://mptenders.gov.in](https://mptenders.gov.in)

- Tender documents can be downloaded from website [https://mptenders.gov.in](https://mptenders.gov.in) without any cost. However, the tender document of those NGOs /NPOs shall be acceptable who have made online payment for the tender documents fee of Rs 2,000/- (Rs Two Thousand only) and processing fee as applicable (non-refundable) to be paid online through the e-Procurement portal (website [https://mptenders.gov.in](https://mptenders.gov.in)), without which bids will not be accepted.
• There is no exemption in the tender fee. If the NGOs/NPOs fails to submit the tender fee as stated above, its bid shall be disqualified.

• Service and gateway charges shall be borne by the NGOs/NPOs.

• If NGOs/NPOs is bidding first time for e tendering, then it is obligatory on the part of NGOs/NPOs to fulfil all formalities such as registration, obtaining Digital Signature Certificate etc. well in advance.

• NGOs/NPOs must positively complete online e-tendering procedure at https://mptenders.gov.in

• NHM MP shall not be responsible in any way for delay/difficulties/inaccessibility of the downloading facility from the website for any reason whatsoever.

• The NGOs/NPOs shall submit the proposals online as described below-
  a) Proposal that are incomplete or not in prescribed format may be rejected.
  b) The Proposal should be submitted only through the e- procurement portal, no any other form is acceptable.
  c) The proposal should be as per the proposal format provided in Annexure I: Proposal Formats.
  d) Conditional proposals shall not be accepted on any ground and shall be rejected. If any clarification is required, the same should be obtained before submission of the bids.
  e) Any alteration, erasures or overwriting should be valid only if the person or persons signing the bid initials them.
  f) NGOs/NPOs are advised to upload the proposals well before time to avoid last minute issues.

11.4 Sequence of Proposal

The following order should be maintained in proposal document.

1. Proposal Submission Covering Letter as per Annexure A
2. Checklist for Eligibility Criteria as per Annexure B
4. Checklist of Marking Criteria as per Annexure C
5. Supporting documents with Proper heading and referenced, in compliance of Checklist for Marking Criteria. In case of repeat supporting document, please provide the reference page number of document.
6. Preference list and logistic strength of 8 districts as per Annexure D
7. Statement of No Deviation from the Tender Requirements as per Annexure E
8. Self-declaration for not being blacklisted by any Government Entity as per Annexure F
9. Self-declaration for there was not any incidence in past of initiation of bankruptcy or winding proceedings or any legal action as per Annexure G

11.5 Late Bids
Proposal after due date and time shall not be accepted.
11.6 Tender Validity
The tender offer must be valid for 120 days from the due date of submission of proposal as mentioned in this tender or the subsequent corrigendum (if any). However, NHM-MP may extend this period, if the NGOs /NPOs accepts the same in writing.

11.7 Cost of Bidding
The NGOs /NPOs shall bear all the costs associated with the preparation and submission of its bid, and the NHM MP will in no case be responsible or liable for these costs, regardless of conduct or outcome of bidding process.

11.8 Interpretation of the clauses in the Tender Document
In case of any ambiguity in the interpretation of any of the clauses in Tender Document, the NHM-MP interpretation of the clauses shall be final and binding on the NGOs /NPOs. The decision taken by the NHM-MP in the process of tender evaluation shall be final.

11.9 Amendment of Tender Document
At any time prior to the deadline for submission of bids, NHM-MP for any reason, whether at its own initiative or in response to a clarification requested by a prospective NGOs /NPOs, may modify the bid documents by amendment. Any such communication shall be posted on website. NGOs /NPOs are requested to visit the [https://mptenders.gov.in](https://mptenders.gov.in) website for updates, modification and withdrawal of offers.

11.10 Earnest Money Deposit (EMD)

   a) The NGOs /NPOs shall furnish EMD online through [https://mptenders.gov.in](https://mptenders.gov.in) as per the amount mentioned in Bid Data Sheet.

   b) EMD in any other form will not be accepted failing which the tender shall be rejected summarily.

   c) No interest shall be payable on EMD under any circumstances.

   d) Unsuccessful NGOs /NPOs EMD shall be discharged or returned within 30 (thirty) days of expiration of the period of proposal validity or after awarding tender to successful NGOs /NPOs.

   e) In case of successful NGOs /NPOs, the EMD can be converted as Performance Security and shall be refund after the completion of the contract.

   f) No exemption in EMD in any form will be given to any NGOs /NPOs

   g) The EMD shall be forfeited by NHM-MP, on account of one or more the following reasons:

      - If NGOs /NPOs withdraws its bid during the period of bid validity.
      - If the NGOs /NPOs fails to sign the agreement in accordance with terms and conditions (Only in case of a successful NGOs /NPOs).
      - Information given in the proposal is found inaccurate/incomplete.
12 Bid Evaluation

12.1 Evaluation Methodology

12.1.1 Tender Opening

a) Bid Opening shall take place through the e-Procurement portal. Online Proposals submitted along with the EMD shall be considered for Bid opening as per the timelines mentioned in the Bid Data Sheet.

b) In case of EMD is not received as per the timeline mentioned in Bid Data Sheet, the bid submitted in e-Procurement Portal would be rejected.

c) During preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required EMD has been furnished and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.

d) To assist in the scrutiny, evaluation and comparison of offers, the NHM-MP may, at its discretion, ask some or all the NGOs /NPOs for clarification of their offers on any of the information provided in the bid document and the same may be sent through email only.

12.1.2 Tender Evaluation

To evaluate the proposal, NHM-MP shall formulate a Tender Evaluation Committee (TEC) (also referred to as “Evaluation Committee”). The Evaluation Committee shall evaluate the bids as per the following process:

a) The Tender Evaluation Committee (TEC) will evaluate and compare the bids that have been determined to be substantially responsive.

b) Tender Evaluation Committee shall review the proposal along with Eligibility Criteria. To assist in the examination, evaluation, and comparison of the bids, and eligibility of the NGOs /NPOs, Evaluation Committee may, at its discretion, ask any NGOs /NPOs for a clarification of its bid.

c) If the NGOs /NPOs successfully meets all the eligible criteria, then only it will be qualified for further scrutiny. After eligibility evaluation, marking of proposal shall be done on the basis of documents as provided in the bid document being annexed as Annexure B and C.

d) On the basis of ranking of NGOs /NPOs being qualified after its successful bid, NHM-MP will allot one district to one successful NGOs /NPOs (considering their preference). If, after the completion of bid process, the required number of NGOs are not available then the allotment of districts shall be finalized by MD, NHM. Similarly, in case of expansion of districts, MD, NHM shall be the final authority to allot the district to successful NGOs /NPOs.

e) The NGOs /NPOs with highest marks will get the district of its preference ranked as one. For that purpose, each NGOs /NPOs must give preference for the districts in the order as desired in the bid document. The district at position 1 is regarded as the most preferred and the district at the bottom of the list is regarded as the least preferred. The list of the districts is mentioned in point no 7 of the bid document. If two NGOs /NPOs with similar marks mention the same district as the most preferred district, then their selection will be done on the basis of the financial turnover and in case, the financial turnover is also similar, then the districts shall be finalized by draw.
f) After selection of successful NGOs /NPOs, NHM may undertake physical verification of NGOs /NPOs before signing of the agreement. If any anomalies found, then NHM will reject the selection of successful NGOs /NPOs.

12.1.3 Failure to Agree with the Terms and Conditions of the Tender

Failure of the successful NGOs /NPOs to agree with the Terms & Conditions of the contract shall constitute sufficient grounds for the annulment of the proposal or the award, in such event NHM-MP would reject the proposal and forfeit the EMD as specified in the document.

13 Confidentialities

a) Any attempt by a NGOs /NPOs to influence NHM-MP in the evaluation of the bids or contract award decisions may result in the rejection of its bid.

b) If any NGOs /NPOs wishes to contact the NHM-MP during/after opening of the Bid to award of contract. He may do so in writing.

14 Terms and Conditions Governing the Contract

14.1 Signing of Contract

The successful NGOs /NPOs shall execute an agreement with CMHO of district within one month from the date of order from NHM-MP. In exceptional circumstances, on request of the successful NGOs /NPOs in writing for extension, NHM-MP reserves the right to grant an extension for appropriate period after getting satisfied with the reasons given. In addition to terms and conditions being mentioned hereunder, all terms and conditions of the Tender and corrigendum issued shall also be applicable for the contract.

14.2 Execution of Contract

During the term of contract, the NGOs /NPOs shall work with CMHO of allotted district and perform the activities as per the scope of work. In case of poor performance, non-availability of mentors, non-agreement with training timelines, delay in execution of activities etc., CMHO shall terminate the agreement after the consent from NHM-MP. In this case, the performance security shall be forfeited.

15 Performance Security

Performance Security:

The project shall carry a performance guarantee for contract period (which will be retained by the CMHO for a further period of 90 days after the end of contract period). All charges with respect to the Performance Security shall be borne by the NGOs /NPOs. The Performance Security shall remain with the NHM-MP/CMHO of allotted district for the contract period (which will be retained by the CMHO for a further period of 90 days after the end of contract period). The Performance Security shall be returned upon being satisfied that there has been due performance of the obligations of the NGOs /NPOs under the contract. However, no interest shall be payable on the performance bank guarantee.

This guarantee may be invoked on violation of any of the condition(s) given below:

a) If any of services, which shall be given, is of poor quality.

b) NGOs /NPOs is not available to deliver services for a long time (more than a month).
c) The observed output is not in accordance with the approved standard.
d) The NGOs/NPOs or his employee is involved in any unlawful activity relating to this work.

16 Transfer / Sub-Contracting

The NGOs/NPOs has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

17 Service Levels & Penalties-

<table>
<thead>
<tr>
<th>S.N</th>
<th>Activity</th>
<th>Measurement</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Late organization of training as per agreed time lines</td>
<td>Training shall be organized as per the training micro plan approved by CMHO</td>
<td>Rs. 500 per day</td>
</tr>
<tr>
<td>2</td>
<td>Cancellation of planned training before 7 days</td>
<td>Cancellation of training batch information should be given to department and participants before 7 days</td>
<td>Rs. 500 per day</td>
</tr>
<tr>
<td>3</td>
<td>Logistic arrangements and quality is not as per the training guideline</td>
<td>If logistic arrangements and quality is not as per the particular training guideline. It also include the quality of food, stationary etc.</td>
<td>Rs. 500 per day</td>
</tr>
<tr>
<td>4</td>
<td>Late submission of SOE</td>
<td>SOE to be submitted before or within 15 days of completion training</td>
<td>Rs. 200 per day</td>
</tr>
<tr>
<td>5</td>
<td>Training Coordinator position lying vacant more than 20 days</td>
<td>NGO/NPO has to appoint a person as training coordinator at their own expenses.</td>
<td>Rs. 500 per day</td>
</tr>
<tr>
<td>6</td>
<td>Staff/trainer trained by NHM works less than 180 days post training</td>
<td>The staff/trainer appointed or nominated by NGO must work for at least for 180 days post the training imparted by NHM to ensure the smooth implementation.</td>
<td>Rs. 400 per day per staff/trainer</td>
</tr>
<tr>
<td>7</td>
<td>Less than 90% achievements of the training plan set by CMHO</td>
<td>The targets for all the training plan will be set in the beginning of the contract</td>
<td>Rs. 10,000/-</td>
</tr>
</tbody>
</table>

- CMHO of district shall have full discretion to impose penalty after clarification sought from the Non Profit Agency/NGO from the payments.
- In any case penalty shall not be more than 10% of invoice amount.
- If the penalty exceeds the 10% value of invoice, the remaining amount shall be deducted from later invoices.
- If the total amount of penalty exceeds the 10% of annual contract value, the agreement with the NGO/NPO will be summarily terminated.
- For the reasons which are beyond the control of NGO such as flood or natural calamity in the area, no penalty shall be levied.
18 Payment

Payment shall be released by CMHO of the district as per the following terms:

1. CMHO would be disbursing funds to NGOs /NPOs in 3 instalments on the following basis
   - The NGOs /NPOs shall submit the Training plan to the CMHO and initiate training plan following which 20% advance would be given and NGOs /NPOs will initiate the activities.
   - Once the 80% of the 1st instalment (20%) is utilized, the NGOs /NPOs shall submit an unaudited statement of expenses duly signed by the Chief Functionary/ Authorized person of the NGOs /NPOs to CMHO to get the 2nd instalment of 20%.
   - The rest 60% amount shall be released to the NGOs /NPOs on submission of the final report and audited statement of expenses with Utilization Certificate to NHM, MP and CMHO.

2. The fund will be released annually for the contract period.

3. The NGOs /NPOs shall submit CA audited UC to CMHO along with progress report and expenditure reports in form and substance satisfactory to CMHO within the prescribed time.

4. The NGOs /NPOs has fulfilled, in form and substance satisfactory to CMHO the conditions or special conditions precedent to each such disbursement within the applicable terminal date or other deadlines noted in the special conditions.

5. The NGOs /NPOs demonstrates that it has achieved programmatic results consistent with the activities set forth in agreement and explains any reason for deviation from set activities.

6. Deadlines: if the NGOs /NPOs fails to achieve the programmatic activities set forth in the Agreement, during the periods set forth therein, NHM MP and CMHO may, at any time, and in its sole discretion, terminate or suspend this Agreement by written notice to the NGOs /NPOs.

7. CMHO will make payment after deducting penalties, if any. No Interest shall be paid on delayed payments.

8. The NGOs /NPOs will not charge any late payment fee on Invoice.

19 Suspension & Termination of Successful NGO

a) Subject to the provisions mentioned here under this contract shall terminate at the expiry of the agreement term.

b) Either party may terminate this Agreement if the other party breaches the terms of this Agreement and fails to rectify it within 30 days of receiving notice of breach.

c) Either party with the consent of the other party can terminate this Agreement by giving 60 days written notice.

d) CMHO of district with consent of NHM-MP reserves the right to terminate the contract in case NGOs /NPOs gets blacklisted by any of the agency of the Government of Madhya Pradesh, or any other Ministry of Government of India during the course of Project or if NGOs /NPOs is convicted in a legal/tax evasion case or on account of any other legal misconduct of the NGOs /NPOs.
e) CMHO of the district with consent of NHM-MP may serve written notice on NGOs /NPOs at any time to terminate this Agreement with immediate effect in the event of a reasonable apprehension of bankruptcy of the NGOs /NPOs.

f) In the event that the CMHO of the district terminates this Agreement due to the breach of the contract as per the conditions of this agreement, the performance security shall be invoked.

g) Upon expiry, this Agreement may be extended and/or renewed subject to the terms of this Agreement.

h) CMHO of the district with consent of NHM-MP may, at any time, terminate the engagement by giving 30 days written notice to the NGO without any compensation (if the NGOs /NPOs becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter)

i) The engagement of the NGOs /NPOs shall be suspended/terminated and the NGOs /NPOs may be blacklisted forthwith by the CMHO of the district with consent of NHM-MP under following circumstances/reasons:

- Violation of any condition of the Tender/ contract or part of any condition of the Tender contract of engagement, or
- Deviation found in quality and quantity of the service provided, or
- If it is found that during the process of award of contract, fraudulence was made.

j) As stopping the providing faulty/substandard service and taking appropriate action in this regard is of an urgent and em ergent nature required to protect the interest of the Government, the engagement of the NGOs /NPOs will be suspended. However, before taking the final decision on the matter, NGOs /NPOs will be given reasonable opportunities to explain their stand. After enquiry, if NGOs /NPOs is found guilty, the engagement of the concerned NGOs /NPOs for the service in question will be cancelled and other appropriate legal action shall also be initiated. In case of any dispute, the decision of the Mission Director, NHM-MP shall be final and binding.

20 Amendment

No provision of Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of all the parties and which expressly states to amend the present Contract.

21 Corrupt / Fraudulent Practices

The NHM MP requires that the NGOs /NPOs under this tender should observe the highest standards of ethics during the execution of such contracts. In pursuance of this policy, the NHM-MP defines the terms set forth as follows:

a) “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the award of the contract, in contract execution;

b) In the event of corrupt practice and fraudulence in addition to penal action as per the terms and conditions of the contract, legal action shall also be initiated against the concerned.

c) “Fraudulent practice” means a misrepresentation of facts in order to influence award of contract or a execution of a contract to the detriment of the NHM-MP, and includes collusive
practice among NGOs /NPOs (prior to or after bid submission) to deprive the NHM-MP of the benefits of the free and open competition;

d) The NHM-MP will suspend the award of contract if prima-facie it is established that the NGOs /NPOs had engaged in corrupt or fraudulent practices in competing for the contract in question.

e) The NHM-MP will declare the NGOs /NPOs ineligible after giving opportunity of being heard, either indefinitely or for a stated period of time, to be awarded a contract if at any time it is found that the NGOs /NPOs has engaged in corrupt and fraudulent practices in competing for, or in executing, this contract.

22 Resolution of Disputes

NHM-MP and the successful NGOs /NPOs shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute, arising between them under or in connection with the contract. Any dispute or difference whatsoever arising between the parties to this Contract out of or relating to the meaning, scope, operation or effect of this Contract or the validity of the breach thereof, which cannot be resolved, shall be referred to Principal Secretary, Public Health and Family Welfare Department. The decision by PS Health shall be final and binding upon the parties. Here to, subject to legal remedies available under the law.

23 Legal Jurisdiction

All legal disputes are subject to the jurisdiction of High Courts of Madhya Pradesh.

24 Indemnity

The successful NGOs /NPOs shall indemnify, protect and save NHM-MP and against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components (like training material, photograph etc.) and the services rendered under the contract.

25 Publicity

Any publicity by the NGOs /NPOs in which the name of the NHM-MP is to be used should be done only with the explicit written permission of the NHM-MP.

26 Force Majeure

a) Force Majeure would include natural and unavoidable catastrophe that interrupts the expected course of events.

b) For purposes of this clause, “Force Majeure” means an event beyond the control of both the parties (NHM-MP & NGO/NPO) and not involving the both the parties and not involving the fault of either the parties or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on both the parties.

c) If a Force Majeure situation arises, the any of the parties shall promptly notify the other in writing of such conditions and the cause thereof. Unless otherwise directed by, the NGOs /NPOs
shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

d) If an event of Force Majeure continues for a period of Sixty (60) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for services already delivered or performed.

e) The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:

i. Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:
   - Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
   - Explosion or chemical contamination (other than resulting from an act of war);
   - Epidemic such as plague;
   - Any event or circumstance of a nature analogous to any of the foregoing.

ii. Other Events (Political Events) to the extent that they satisfy the foregoing requirements including:
   - Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
   - Any act of Government
   - Strikes, work to rules, go-slow which are either widespread, nation-wide, or state-wide and are of political nature;
   - Any event or circumstance of a nature analogous to any of the foregoing.

27 Right to terminate the process

NHM-MP, reserves the right to accept or reject any tender offer, and to annul the tendering process and reject all tenders at any time prior to award of contract, without thereby incurring any liability to the affected NGO(s) /NPO(s) or any obligation to inform the affected NGO(s)/NPO(s) of the grounds for such action.

NHM-MP makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this tender does not constitute an offer by NHM-MP. The NGO /NPO’s participation in this process may result in NHM-MP selecting the NGO/NPO to engage in further discussions and negotiations.

28 Limitation of Liability

The maximum aggregate liability of NGO/NPO shall not exceed the annual bill value or average annual bill value in case one year is not completed.
29 GENERAL CONDITIONS

a) The NGO/NPO shall bear the expenses regarding delivery of services.

b) The NGO/NPO will appoint a person to be the nodal / relationship officer for coordinating with NHM-MP/CMHO. The person identified must be available over phone at all times.

c) The NGO/NPO shall execute the whole work in strict accordance with guidelines of NHM GoI and NHM-MP or CMHO as applicable.
Annexure I: Proposal Formats
(To be included in Proposal Submission)

A. On Covering letter for Proposal Submission
(Letter on the NGO’s/NPO’s Letterhead)

To,
The Mission Director,
National Health Mission, Madhya Pradesh,

Sub: Submission of Proposal
Ref: <Title of Tender>
(Tender No: __________ Dated: __/__/____)

Dear Sir,
Having examined the tender, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to work on service area as per scope of work, as required and outlined in the Tender. We attach hereto our responses to your requirements.

We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to NHM-MP is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.
We agree for unconditional acceptance of all the terms and conditions set out in the tender document.
We hereby confirm that:

1. We have deposited Earnest Money of Rs One Lakh (Rs. 1, 00,000/-) online.
2. In case we are chosen as a successful NGO/NPO, we agree to convert our EMD in performance security.
3. We have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling projects of this value and in the specified time schedule.

4. We agree to work on rates provided by Government of MP.

5. We further confirm that all chapters of the tender documents have been read, understood and there is no deviation/discrepancy.

6. We agree that you are not bound to accept any tender response you receive. We also agree that you reserve the right in absolute sense to reject all or any of the NGO in the tender response.

Following are the particulars of our organization:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Description</th>
<th>Details (To be filled by the NGO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of the NGO/NPO</td>
<td></td>
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<tr>
<td>2.</td>
<td>official address (in Madhya Pradesh)</td>
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<tr>
<td>3.</td>
<td>Phone No</td>
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<tr>
<td>4.</td>
<td>Corporate Headquarters Address</td>
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<tr>
<td>5.</td>
<td>Phone No</td>
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<tr>
<td>6.</td>
<td>Web Site Address</td>
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<td>7.</td>
<td>Details of Firm’s Registration</td>
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<td></td>
<td>(Please enclose copy of the</td>
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<td></td>
<td>registration document)</td>
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<tr>
<td>8.</td>
<td>Name of Registration Authority</td>
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<tr>
<td>9.</td>
<td>Registration Number and Year of</td>
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<td></td>
<td>Registration</td>
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<td>10.</td>
<td>CST/LST/VAT registration No. (if</td>
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<td></td>
<td>any)</td>
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<tr>
<td>11.</td>
<td>Service Tax Registration No. (if</td>
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<td></td>
<td>any)</td>
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<tr>
<td>12.</td>
<td>Permanent Account Number (PAN)</td>
<td></td>
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<tr>
<td>13.</td>
<td>Name &amp; address of the Banker</td>
<td></td>
</tr>
</tbody>
</table>

Note: Separate sheets may be attached wherever necessary
Contact Details of officials for future correspondence regarding the bid process:

<table>
<thead>
<tr>
<th>Details</th>
<th>Authorised Signatory</th>
<th>Secondary Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Title</td>
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<td>Address</td>
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<td>Fax</td>
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<tr>
<td>E-mail</td>
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</tbody>
</table>

It is hereby confirmed that I/We are entitled to act on behalf of our NGO/NPO and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]
## B. Checklist for Eligibility / Qualification Criteria

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Eligibility / Qualification Criteria</th>
<th>Documents to be Provided</th>
<th>Document Submitted (Yes/No)</th>
<th>If yes, Name of document provided</th>
<th>Reference Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Registered firms as non-profit agency / NGO under Firms &amp; Society Act Rule 27 of the state or registered Trust or Company not working for profit motive.</td>
<td>Copy of Registration or Certificate Copy of 12 A certificate</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2.</td>
<td>Non-profit agency / NGO shall have office in MP.</td>
<td>Copy of rent agreement/ copy of registry Latest copy Electricity bill/ Latest copy telephone bill ( on the name of non profit agency / NGO)</td>
<td></td>
<td></td>
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<tr>
<td>3.</td>
<td>Minimum 03 years of experience working with any department of MP State government like Health Department, Education Department, Women and Child Development Department, Rural Development Department etc. except engagement in awareness campaign, nukkad naatak, rally etc.</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. department of MP.</td>
<td></td>
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<tr>
<td>4.</td>
<td>Minimum 2 years experience in working with Training Domain with thematic areas such as Health, Nutrition, Skill, Education, Empowerment etc. except running of school/ colleges/ coaching classes/ vocational classes etc.</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned agencies.</td>
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</tr>
<tr>
<td>Sr. No.</td>
<td>Eligibility / Qualification Criteria</td>
<td>Documents to be Provided</td>
<td>Document Submitted (Yes/No)</td>
<td>If yes, Name of document provided</td>
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<td>5</td>
<td>Minimum 3 years of experience of implementing program with grant/financial support of National/International Funding Agency / UN Funding Agency/CSR agency etc. except engagement in awareness campaign, nukkad naatak, rally etc.</td>
<td>Completion Certification Copy/Agreement Copy, Letters/orders issued by the concerned govt. department/agencies.</td>
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<tr>
<td>6</td>
<td>Average Annual turnover per year for FY 2016-17, 2017-18, 2018-19 should be minimum 50 lakhs.</td>
<td>Funds received and expenditure incurred accompanied with CA audited balance sheet for FY 2016-17, 2017-18, 2018-19.</td>
<td></td>
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<tr>
<td>7</td>
<td>The NGO should not be blacklisted by any State Government, Central Government or any other Public Sector undertaking as on the date of Bid Submission.</td>
<td>An undertaking to this effect should be submitted by the NGO on its letter head signed by authorized person.</td>
<td></td>
<td></td>
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<tr>
<td>8</td>
<td>There should not be any incidence in past of initiation of bankruptcy or winding proceedings or any legal action for violation of any government rules/regulations against the NGO.</td>
<td>An undertaking to this effect should be submitted by the NGO on its letter head signed by authorized person.</td>
<td></td>
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</tbody>
</table>
## C. Checklist of Marking Criteria

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Eligibility / Qualification Criteria</th>
<th>Documents Required</th>
<th>Documents Provided (Yes/No)</th>
<th>Name/ Details of Documents Provided</th>
<th>Reference Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. NGO/ Trust Strength</strong></td>
<td></td>
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</tr>
<tr>
<td>1.</td>
<td>Existence of NGO / Trust or Company not working for profit motive.</td>
<td>Copy of Registration Certificate or Certificate Copy of 12 A certificate</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2.</td>
<td>Operational area of NGOs in MP</td>
<td>List of districts in which NGO implemented any program supported by state / Multilateral implementation agencies at least for a year with details such as name of the district, year of operation, name of the program and source of funding</td>
<td></td>
<td></td>
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<tr>
<td>3.</td>
<td>Logistic Strength</td>
<td>Registry or Lease/rent agreement, if organization have their own infrastructure, building or institute on rent or lease for training logistic in applied District.</td>
<td></td>
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<tr>
<td>4.</td>
<td>Financial Strength</td>
<td>Funds received and expenditure incurred accompanied with CA audited balance sheet for FY 2016-17, 2017-18, 2018-19</td>
<td></td>
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<tr>
<td>5.</td>
<td>Manpower strength</td>
<td>Self-Certificate on letter head with list of permanent staff with core funding and project based staff with details such as name of the person, designation, name of the project/ program</td>
<td></td>
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<tr>
<td><strong>B. Experience of NGO/NPO</strong></td>
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<tr>
<td>5.</td>
<td>Minimum 03 years of experience working with any department of MP State government like Health Department, Education</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. Department.</td>
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<td>Sr. No.</td>
<td>Eligibility / Qualification Criteria</td>
<td>Documents Required</td>
<td>Documents Provided (Yes/No)</td>
<td>Name/ Details of Documents Provided</td>
<td>Reference Page No.</td>
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<td></td>
<td>Department, Women and Child Development Department, Rural Development Department etc. except engagement in awareness campaign, nukkad naatak, rally etc.</td>
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</tr>
<tr>
<td>6.</td>
<td>Minimum 2 years experience in working with Training Domain with thematic areas such as Health, Nutrition, Skill, Education, Empowerment etc. except running of school/ colleges/ coaching classes/ vocational classes etc.</td>
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<tr>
<td>7.</td>
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<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned agencies.</td>
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</tbody>
</table>
D. Preference list of districts (Letter on the NGO/NPO’s Letterhead)

To,
The Mission Director,
National Health Mission, Madhya Pradesh,

Sub: Submission of preference list of district

Ref: <Title of Tender / RFP>
(Tender No: __________ Dated: __/__/____)

Dear Sir,

Here by I am submitting list of district with preference wherein the district mentioned as rank one is the most preferred district and the district mentioned at the last rank is the least preferred district proposed for this engagement.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name of the district</th>
<th>Rank</th>
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<tbody>
<tr>
<td>1</td>
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</tbody>
</table>

Remark : - If Organization is working in applied district and having Logistic strength. (mention here and attach a supplement file along with this letter)

Thanking you,

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]
E. Statement of No Deviation from the Tender Requirements

(Letter on the NGO/NPO’s Letterhead)

To,
The Mission Director,
National Health Mission, Madhya Pradesh,

Sub: Undertaking of No deviation from tender terms and conditions

Ref:< Title of Tender / RFP >

(Tender No: __________ Dated: __/__/____)

Dear Sir,

I would like to state that in the proposal submit ted by <<NGO/NPO name>>, there are no deviations from the Tender Terms & Conditions proposed for this engagement.

Thanking you,

Yours Faithfully

[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]
F. Self-declaration for not being blacklisted by any Government Entity
(Letter on the NGO/NPO’s Letterhead)

To,
The Mission Director,
National Health Mission, Madhya Pradesh,

Sub: Declaration for not being blacklisted by any Government Entity

Ref: <Title of Tender / RFP>

(Tender No: __________ Dated: __/__/____)

Dear Sir,
In response to the above mentioned tender. I/We, ______________ , as ______ <Designation>_____ of M/s_____________, hereby declare that our NPO/NGO ________is having unblemished past record and is not declared blacklisted or ineligible to participate for bidding by any State, Central Govt., Semi-government or PSU due to unsatisfactory performance, breach of general or specific instructions, corrupt / fraudulent or any other unethical business practices.

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]
G. Self-declaration for there was not any incidence in past of initiation of bankruptcy or winding proceedings or any legal action
(Letter on the NPO/NGO’s Letterhead)

To
The Mission Director,
National Health Mission, Madhya Pradesh,

Sub: Declaration for there was not any incidence in past of initiation of bankruptcy or winding proceedings or any legal action for violation of any government rules/regulations

Ref: <Title of Tender / RFP >
(Tender No: __________ Dated: __/_/____)

Dear Sir,
In response to the above mentioned tender. I/We, _________________, as ______ <Designation> of M/s__________, hereby declare that your NPO/NGO ________is having unblemished past record and there was not any incidence in past of initiation of bankruptcy or winding proceedings or any legal action for violation of any government rules/regulations against us.

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal & Sign]
[Business Address]
H. Format for Queries

To,

The Mission Director,
National Health Mission, Madhya Pradesh,

Sub: Submission of Queries
Ref: < Title of Tender / RFP >

(Tender No: __________ Dated: __/__/____)

Dear Sir,

We have gone through the bid document and have following queries:-

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Clause No in Tender</th>
<th>Page Number</th>
<th>Query</th>
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<tbody>
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</tbody>
</table>

Request your kind response of the same.

Yours Faithfully
[Authorized Signatory]
[Designation]
[Place]
[Date and Time]
[Seal]
[Business Address]