National Health Mission

Madhya Pradesh

RFP for Selection of Non-Government Organizations / Non-Profit Organizations for implementation of Rashtriya Kishor Swasthya Karyakram (RKS) in Madhya Pradesh

Tender No.
NHM/RKSK/2019/11692

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

Tel: 0755 4020148 - Email: ddrksknhm@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>Description</th>
</tr>
</thead>
<tbody>
<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>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>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>RKSK</td>
<td>Rashtriya Kishor Swasthya Karyakram</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</td>
<td>Mission Director,</td>
</tr>
<tr>
<td>Correspondence</td>
<td>National Health Mission Madhya Pradesh,</td>
</tr>
<tr>
<td></td>
<td>Arera Hills, Bhopal - 462003</td>
</tr>
<tr>
<td>Availability of Tender - Start Date and</td>
<td>11/10/2019, 12:00 Hrs.</td>
</tr>
<tr>
<td>Time</td>
<td></td>
</tr>
<tr>
<td>Availability of Tender - End Date and</td>
<td>31/10/2019, 15:00 Hrs.</td>
</tr>
<tr>
<td>Time</td>
<td></td>
</tr>
<tr>
<td>Last date for sending Pre-Bid queries</td>
<td>18/10/2019, 17:30 Hrs.</td>
</tr>
<tr>
<td>Email address to send the Pre-bid queries</td>
<td><a href="mailto:ddrksknhm@mp.gov.in">ddrksknhm@mp.gov.in</a></td>
</tr>
<tr>
<td>Online Bid Submission Date</td>
<td>31/10/2019, 17:00 Hrs.</td>
</tr>
<tr>
<td>Cost of bid document</td>
<td>Rs. 2,000 + Processing Fees (non-refundable) to be paid online through</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>EMD in any other form will not be accepted failing which the tender</td>
</tr>
<tr>
<td></td>
<td>shall be rejected summarily.</td>
</tr>
<tr>
<td>Date and time for opening of Proposal</td>
<td>01/11/2019, 15:00 Hrs.</td>
</tr>
<tr>
<td>Performance Security</td>
<td>10% per annum of the contract amount.</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</td>
</tr>
<tr>
<td></td>
<td>mentioned in this tender or the subsequent corrigendum (if any)</td>
</tr>
</tbody>
</table>
2.1 Introduction

Adolescents (10-19 years) constitute about one-fifth of India’s population and young people (10-24 years) about one-third of the population. This represents a huge opportunity that can transform the social and economic fortunes of the country. The large and increasing relative share and absolute numbers of adolescents and youth population in India make it necessary that the nation ensures they become a vibrant, constructive force that can contribute to sustainable and inclusive growth. The skills, knowledge, attitudes and behavior of today’s young people are essential to whether, and how well, the demographic dividend is successfully leveraged. In order to enable adolescents to fulfill their potential, substantial investments must be made in education, health, development and other areas. Investments in adolescents will have an immediate, direct and positive impact on India’s health goals and on the achievement of the Millennium Development Goals (MDGs), at the same time; it will enhance economic productivity, effective social functioning and overall population development. However, a considerable number of adolescents face challenges to their healthy development due to a variety of factors, including structural poverty, social discrimination, negative social norms, inadequate education, and early marriage and child-bearing, especially in the marginalized and under-served sections of the population. In order to respond effectively to the needs of adolescent health and development, it is imperative to situate adolescence in a life-span perspective within dynamic sociological, cultural and economic realities.

Taking cognizance of the need to respond to health and development requirements of adolescents in a holistic manner, MoHFW has developed a comprehensive strategy, based on the principles of participation, rights, inclusion, gender equity and strategic partnerships. The strategy envisions that all adolescents in India are able to realize their full potential by making informed and responsible decisions related to their health and well-being. Implementation of this vision requires a concerted effort by all stakeholder ministries and institutions, including health, education, women and child development and labour as well as the adolescents’ own families and communities. The strategy is a paradigm shift, and realigns the existing clinic-based curative approaches to focus on a more holistic model, which includes and focuses on community-based health promotion and preventive care along with a strengthening of preventive, diagnostic and curative services across levels of health facilities.

The approach proposed in the strategy is based on a continuum of care for adolescent health and development needs, including the provision of information, commodities and services at the community level, with mapped out referral linkages through the three-tier public health system. Most importantly, it proposes a convergent model of service delivery that will engage adolescents and field service providers (for example, teachers, Accredited Social Health Activists—ASHAs, Auxiliary Nurse Midwives—ANMs, Anganwadi Workers—AWWs) actively, to secure and strengthen mechanisms for access and relevance. The strategy moves away from a ‘one-size-fits-all’ approach to more customized program and service delivery specific to needs of adolescents, and aims at instituting an effective, appropriate, acceptable and accessible service package, addressing a range of adolescent health and development needs. To implement this paradigm shift, the strategy identifies seven critical components (7Cs) that need to be ensured across all program areas. These components are: coverage, content, communities, clinics, counseling, communication and convergence. The six strategic priority areas that have emerged from a situational analysis of adolescent health and development in India are: nutrition, sexual and reproductive health (SRH), non-communicable
diseases (NCDs), substance misuse, injuries and violence, including gender-based violence (GBV) and mental health. These interventions and approaches work at building protective factors that can help young people develop ‘resilience’, to resist negative behavior and operate in four major areas: the individual, family, school and community by providing a comprehensive package of information, commodities and services.

Rashtriya Kishor Swasthya Karyakram (RKSK)

To deliver these interventions, MOHFW launched a adolescent health program – Rashtriya Kishor Swasthya Karyakram in 2014. The program envisages strengthening of the health system for effective communication, capacity building and monitoring and evaluation. Further, RKSK underscores the need for several departments to converge effectively and harness their collective strength to respond to adolescent health and development needs. The different stakeholders, working on issues related to adolescent health and development, have a lot to gain by building on each other’s work both in terms of achieving program objectives as well as in the improved indicators for adolescent health and development.

NHM MP initiated Rashtriya Kishor Swasthya Karyakram (RKSK) to address health needs of adolescents in a comprehensive manner as envisaged in strategy document of GOI. In a first phase, the state commenced RKSK in 11 districts (Alirajpur, Barwani, Jhabua, Satna, Shahdol, Singrauli, Umaria, Mandla, Dindori, Chhatarpur and Panna) of the state. The program comprises of establishment of Adolescent Friendly Health Clinics (AFHC), offering counselling and referral services to adolescents through trained counsellors, identification and training of Peer Educators (PE) - the young leaders identified from intervention villages among the key population, training of service providers and gate keepers etc to initiate community based health activities and offering hands on support to PEs to transact the knowledge gained to their peers. NHM has been implementing RKSK program through NGOs selected for each district and is in 3rd year of its implementation. To ensure the momentum gained in 1st phase continues, NHM proposes to engage NGOs to implement RKSK in Madhya Pradesh from 2019-24.
## 3 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 5 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.</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. department</td>
</tr>
<tr>
<td>4.</td>
<td>Minimum 5 years of experience of implementing program with grant/ financial support of International Funding Agency / Foreign Funding Agency.</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 working with Adolescents 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 Income per year for FY 2015-16, 2016-17, 2017-18 should be minimum 50 lakhs.</td>
<td>Funds received and expenditure incurred accompanied with CA audited balance sheet for FY 2015-16, 2016-17, 2017-18.</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>
### 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><strong>NGO/NPOs Strength</strong></td>
<td><strong>Existence of NGO/ NPOs.</strong></td>
<td>Copy of Registration Certificate or Copy of 12 A certificate</td>
<td>5 Years to less than or equal to 8 years = 4 Marks Thereafter 1 mark for every 2 years of existence Subject to maximum 8 marks</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td><strong>Operational area of NGOs/NPOs in MP</strong></td>
<td>List of districts in which NGO/NPO implemented any program supported by state/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>2 districts to less than or equal to 5 districts= 4 marks Thereafter 1 mark for every 2 districts Subject to maximum 8 marks</td>
<td>12</td>
</tr>
<tr>
<td>3.</td>
<td><strong>Financial Strength</strong></td>
<td>Average receipt of Funds in FY 2015-16, 2016-17, 2017-18. The receipt shall be verified from the audited balance sheet certified by CA.</td>
<td>50 lakhs to less than or equal to 1 crores = 2 Marks/per year Thereafter 1 mark/per year for every 50 lakhs Subject to maximum 8 marks</td>
<td>30</td>
</tr>
<tr>
<td>4.</td>
<td><strong>Manpower strength</strong></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 employees to 30 employees = 4 Marks Thereafter 2 marks for every 20 employees Subject to maximum 6 marks</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></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>5.</td>
<td>Minimum 5 years of experience working with any department of MP State government like Health Department, Education Department, Women and Child Development Department, Rural</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned Govt. Department.</td>
<td>5 to less than or equal to 8 years = 2 Marks Thereafter 2 marks for every 3 years of experience. Subject to maximum 10 marks</td>
<td>12</td>
</tr>
</tbody>
</table>
Sr. No. | Criteria | Documents to be Provided | Marks Allotted | Maximum Marks
--- | --- | --- | --- | ---
1 | Development Department etc. | | | |
2 | Minimum 2 years experience in working with Adolescents with thematic areas such as Health, Education, Empowerment etc. except running of school/ colleges/ coaching classes/ vocational classes. | Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. Department/ Multilateral implementation agencies. | 2 to less than or equal to 3 years = 2 Marks Thereafter 2 marks for every 2 years of experience. Subject to maximum 10 marks | 12 |
3 | Minimum 5 years of experience of implementing program with grant/ financial support of International Funding Agency / Foreign Funding Agency. | Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned International Funding Agency / Foreign Funding Agencies such as UNDP, UNFPA, UNICEF etc. | 5 to less than or equal to 8 years = 2 Marks Thereafter 2 marks for every 3 years of experience. Subject to maximum 10 marks | 12 |
| | | | | |
| | Total | | | 36 |

5. Scope of Work

5.1 The training of Peer Educators (Sathiya):

The PEs - young leaders identified from intervention villages will be trained in 6 days module designed by GOI. The training will be imparted on Sundays and holidays and will be organized at sector level. The training will be imparted by the trainers (one male and one female) who will be selected by NGOs and will be trained by the NHM. The training will follow cascade approach and the trained PEs are supposed to transact the knowledge gained in the training program to their peers in their respective villages. The NGO will be responsible for complete roll out of trainings at the sector level which entails-

i. Preparation of training micro plan keeping in view the training targets.

ii. Submission of micro plan and obtain approval.

iii. Organization of training including all logistic arrangements

iv. Imparting quality training

v. Monitoring of training

vi. Ensuring quality of training- content and logistics

vii. Taking corrective measures to bridge the gaps.

viii. Distribution of training kits

ix. Maintaining data base

x. Submission of reports - batch wise and post completion of all trainings in a summarized format.

xi. Submission of SOE and UC
5.2 Supportive Supervision of PEs
On site visits by trainers to villages will help the PEs to gain confidence in the activities undertaken by them. The mentors/trainers will meet various stakeholders including parents, teachers, sarpanch, ASHAs, AWWs etc and will help to create enabling environment to carry out village level activities including Adolescent Health Days. The trainers/mentors will attend the meeting at cluster level and extend the support to PE to conduct the brigade meetings organized at village level. He/she will be the one who will give feedback of field level activities and bridge the gaps if any. He/she will act as the guide, mentor, facilitator and motivator to the PEs and keep the momentum of the program. The NGOs/NPOs will take action in consultation with the state/district unit of RKSK against poor performing mentors/trainers and ensure appointing new mentors/trainers to ensure quality supportive services, if required.

5.3 Offering counselling services through Adolescent Friendly Health Clinics (AFHCs)
NHM has established the AFHCs at district hospitals and Community Health Centers in intervention districts to offer counselling and referral services to adolescents. The clinics are manned by the counsellor appointed by the NGOs/NPOs. The training will be imparted by NHM and the NGOs/NPOs will be accountable for
i. Appointment of the counsellor as per the norms by NHM.
ii. Monitoring and mentoring of the counsellor through visits and conducting review meetings
iii. Coordination with district and block level officers
iv. Ensuring timely reporting by counsellors
v. Ensuring quality services by counsellors
vi. Take action in consultation with the state/district unit of RKSK against poor performing counsellors and ensure appointing new trainers to ensure quality supportive services, if required.

Above paragraphs broadly describes the scope of work under RKSK and NHM-MP shall have power to make any alterations or additions to the original scope of work. The NGOs/NPOs shall be bound to carry out the work in accordance with any instructions in this connection, which may be given by NHM-MP. Such alterations shall not invalidate the contract, and any additional work which the NGOs/NPOs may be directed to do in the manner specified above as part of the work shall be carried out on the same conditions in all respects and at the same rates as specified by government.

5.4 NMH-MP may expand the scope of work if required which may or may not commensurate with the budget.

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>
<tbody>
<tr>
<td>1</td>
<td>Capacity building/Training</td>
<td>• Mentors&lt;br&gt;• Peer Educator&lt;br&gt;• ASHAs/ANMs/ASHA Facilitators&lt;br&gt;• Panchayat Members&lt;br&gt;• Parents</td>
</tr>
</tbody>
</table>
2. Mentoring
   - Mentors
   - Counselors
   - Peer Educator
3. Counseling Services
   - Adolescent
4. Community Process
   - Peer educators
   - Parents
   - Teachers
   - Gram Panchayat members
   - AWWs
   - ASHAs
   - ANMs
   - Front line workers of other departments

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>Rajgarh</td>
</tr>
<tr>
<td>2</td>
<td>Damoh</td>
</tr>
<tr>
<td>3</td>
<td>Singarauli</td>
</tr>
<tr>
<td>4</td>
<td>Umaria</td>
</tr>
</tbody>
</table>

Non-profit agency/NGO shall prioritize the above mentioned districts in the order of 1 to 4 wherein the district at position 1 is regarded as the most preferred and the district at position 4 is regarded as the least preferred. The preference list 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 RKSK app and web software designed by the NHM and access will be given to the NGOs/NPOs and concerned staff appointed under RKSK in 13 districts.

9. 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. The staff will report his/her daily activities in the app and in addition, counselor will also fill the designated formats and submit it on monthly basis.

10. 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 years from the date of signing of agreement which may further be extended by maximum period of 2 years 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.

11. 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
b) http://www.nhmmp.gov.in

Tender Fees (non-transferable & non-refundable) must be paid online at e-procurement portal (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 ddrsknhmmp@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 and NHM MP website 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) 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

- Tender documents can be downloaded from website 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), 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 of 13 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 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 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
Selection of NGOs /NPOs

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

15.1 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 submission of training plan / supportive supervision plan</td>
<td>Training plan shall be submitted at least 10 days prior starting of the training/supportive supervision plan program</td>
<td>Rs. 300 per day</td>
</tr>
<tr>
<td>2</td>
<td>Late organization of training/supportive supervision as per agreed time lines</td>
<td>Training/supportive supervision shall be organized as per the training micro plan approved by CMHO</td>
<td>Rs. 500 per day</td>
</tr>
<tr>
<td>3</td>
<td>Training to Peer Volunteers / Sathiyas by the trained mentors and in pair of one male and one female</td>
<td>The training to the Peer Volunteers / Sathiyas must be imparted by the pair, one male and one female trained by NHM</td>
<td>10% deduction of the approved expenditure per batch</td>
</tr>
<tr>
<td>5</td>
<td>Late submission of SOE</td>
<td>SOE to be submitted on 25th of every month</td>
<td>Rs. 200 per day</td>
</tr>
<tr>
<td>6</td>
<td>Any position lying vacant more than 20 days</td>
<td>The HR to be appointed by NGO will be mentioned in the contract</td>
<td>Rs. 500 per day per vacancy</td>
</tr>
<tr>
<td>7</td>
<td>Staff trained by NHM works less than 120 days post training</td>
<td>The staff appointed by NGO must work for at least for 120 days post the training imparted by NHM to ensure the smooth implementation.</td>
<td>Rs. 400 per day per staff</td>
</tr>
<tr>
<td>8</td>
<td>Less than 12 days field visits per month by the coordinator appointed by NGO</td>
<td>The NGO coordinator must visit field 12 days per month to monitor the program</td>
<td>Rs. 500 per day</td>
</tr>
</tbody>
</table>
9. Less than one visit for minimum three days by the Director/ Secretary of the NGO

The Director/ Secretary of the NGO must visit the district for minimum three days to review the program for ensuring the quality.

Rs. 3000 per month.

10. Less than 90% achievements of the targets set by CMHO for all the activities

The targets for all the activities will be set in the beginning of the contract

Rs. 10,000/-

11. Delay in appointment of HR as per contract causing delay in initiation of activities

The list of HR to be appointed will be mentioned in agreement

Rs. 10,000/-

- 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 & Supporting supervision plan to the CMHO and initiate counselling services following which 40% advance would be given and NGOs /NPOs will initiate the activities.
   • Once the 80% of the 1st instalment (40%) 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 40%.
   • The rest 20% 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 by the NGOs /NPOs.

ej) As stopping the providing faulty/substandard service and taking appropriate action in this regard is of an urgent and emergent 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
government, blockade, embargo, revolution, riot, insurrection, civil commotion,
act of terrorism or sabotage;
• Any act of Government
• Strikes, work to rules, go-slows 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</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of the NGO/NPO</td>
<td>(To be filled by the NGO)</td>
</tr>
<tr>
<td>2.</td>
<td>official address (in Madhya Pradesh)</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Phone No</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Corporate Headquarters Address</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Phone No</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Web Site Address</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Details of Firm’s Registration</td>
<td>Please enclose copy of the registration document</td>
</tr>
<tr>
<td>8.</td>
<td>Name of Registration Authority</td>
<td></td>
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<tr>
<td>9.</td>
<td>Registration Number and Year of Registration</td>
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<tr>
<td>10.</td>
<td>CST/LST/VAT registration No. (if any)</td>
<td></td>
</tr>
<tr>
<td>11.</td>
<td>Service Tax Registration No. (if any)</td>
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<td>12.</td>
<td>Permanent Account Number (PAN)</td>
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<tr>
<td>13.</td>
<td>Name &amp; address of the Banker</td>
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</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>
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<tr>
<td>Title</td>
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<td>Address</td>
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<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>
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<tr>
<td>3.</td>
<td>Minimum 5 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.</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. department</td>
<td></td>
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</tr>
<tr>
<td>4.</td>
<td>Minimum 5 years of experience of implementing program with grant/ financial support of International Funding Agency / Foreign Funding Agency .</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned agencies.</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>5.</td>
<td>Minimum 2 years of experience of working with specific group with respect to Health, Education, Empowerment etc</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. department/agencies .</td>
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</tr>
<tr>
<td>Sr. No.</td>
<td>Eligibility / Qualification Criteria</td>
<td>Documents to be Provided</td>
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<tr>
<td>6.</td>
<td>Average Annual Income per year for FY 2015-16, 2016-17, 2017-18 should be minimum 50 lakhs.</td>
<td>Funds received and expenditure incurred accompanied with CA audited balance sheet for FY 2015-16, 2016-17, 2017-18.</td>
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<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 on its letter head signed by authorized person.</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>
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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>
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</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>
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<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>Financial Strength</td>
<td>Funds received and expenditure incurred accompanied with CA audited balance sheet for FY 2015-16, 2016-17, 2017-18</td>
<td></td>
<td></td>
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<tr>
<td>4.</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/ Trust</strong></td>
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<td>5.</td>
<td>Minimum 5 years of experience working with any agency of MP State government like Health Department, Education Department, Women and Child Development Department etc</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. Department.</td>
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<td>6.</td>
<td>Minimum 2 experience in working with adolescents with thematic areas such as Health, Education etc. except running of school/ colleges/ coaching classes/ vocational classes</td>
<td>Completion Certification Copy/ Agreement Copy, Letters/orders issued by the concerned govt. Department/ implementation agencies.</td>
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<tr>
<td>7.</td>
<td>Minimum 5 years of experience of implementing program with grant/ financial support of International Funding Agency/ Foreign Funding Agency</td>
<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>Name of the district</th>
<th>Rank</th>
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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 submitted 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]