



REQUEST FOR PROPOSAL

“Public-Not for profit Partnership” for Operation of Mobile Health Unit in PPP Mode (Arogya Plus)

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SECTION -1: NOTICE INVITING PROPOSAL

Detailed proposals are invited through **ONLINE** from eligible entities to select the Agency for **“Operation of Mobile Health Units in PPP Mode (Arogya Plus Project)”** under State Budget in Partnership mode.

Important timelines

Sl. No.	Activity	Timeline
1	Date of Advt. publication.	Date. 13/01/2025 (The detailed RFP document downloadable from Website: www.nhmodisha.gov.in)
2	Pre-Bid Meeting	The pre-bid meeting shall be organized as per the following schedule: Date of pre-bid meeting: 18/01/2025. Time of pre-bid meeting: 4.00 P.M. Venue of pre-bid meeting: Conference Hall, NHM, Unit-8, Nayapalli, Bhubaneswar. The clarification/amendment, if any, due to the pre-bid queries shall only be hosted in the NHM, Odisha website (www.nhmodisha.gov.in (under ‘Tender’ link)).
3	Last date for submission of online proposal.	Date: 10/02/2025 NB: Proposals should be submitted through ONLINE only. No other mode of submission will be accepted or entertained.
4	Link for online application	Interested Agencies can apply on the web link: www.nhmodisha.in/ngo .

SECTION - 2: SCHEDULE OF ONLINE PROPOSAL SUBMISSION

Online proposals are invited for operation of Mobile Health Units (Arogya Plus) in PPP mode in the following Districts.

Sl. No	RFP No	District	Location of the Project (Block)	Nos. of Project	Mode of submission of application
1	NHM/ Arogya Plus /2025/01	Dhenkanal	Kankadahada	1	Online
2		Gajapati	Mohana	1	Online
3		Gajapati	Nuagada	1	Online
4		Ganjam	Patrapur	1	Online
5		Kalahandi	Lanjigarh	1	Online
6		Kandhamal	Kotagarh	1	Online
7		Kandhamal	Tumudibandha	1	Online
8		Kandhamal	Daringbadi	2	Online
9		Kandhamal	Raikia	1	Online
10		Keonjhar	Banspal	1	Online
11		Koraput	Narayanapata	1	Online
12		Koraput	Lamtaput	1	Online
13		Koraput	Bandhugaon	1	Online
14		Koraput	Kotpad	1	Online
15		Malkangiri	K.Gumma	2	Online
16		Malkangiri	Mathili	1	Online
17		Malkangiri	Podia	1	Online
TOTAL NOS. OF PROJECTS				19	

SECTION – 3: INSTRUCTIONS TO THE BIDDERS

3.1 Scope of Proposal:

Interested bidders fulfilling the eligibility criteria **may apply for the project by submitting their application through online for operation of Mobile Health Unit in PPP mode (Arogya Plus) listed in Section 2: Schedule of Proposal Submission.** The following points are to be ensured while applying for the projects.

- (a) Detailed description of the objectives, scope of services, deliverables and other requirements relating to “Operation of Mobile Health Unit in PPP mode (Arogya Plus)” are specified in this RFP. The manner in which the Proposal is required to be submitted, accepted and evaluated is also explained in this RFP.
- (b) Proposals must be submitted through **online only** within the due date and time mentioned in this RFP. **Application submitted in any other mode and received after the due date and time will not be accepted.**
- (c) The selection of the Agency shall be on the basis of an evaluation by the Desk Appraisal Committee and District NGO Committee of the concerned District through the Selection Process specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the selection process will be given and that the CDM&PHO-cum-District Mission Director’s decision is without any right of appeal whatsoever.
- (d) The bidder shall submit **online proposal** in the form and manner as specified in this RFP. **There shall not be any Financial Proposal to be submitted in the tender, as this is a fixed cost based project. The approx. cost of project is @ Rs 21,57,342/- per project per annum (fixed cost) for Non KBK Districts and @ Rs. 22,10,142/- per project per annum (fixed cost) for KBK Districts as per provision made in the PIP 2023-24.** The cost may be modified based on approval in the PIP time to time. The continuation of the project is also subject to the approval in the State Budget.
- (e) Upon selection, the Agency shall be required to enter into a MoU with the Zilla Swasthya Samiti (ZSS) of the concerned District for implementation of the project. The operation of MHU in PPP mode (Arogya Plus) will be guided by the terms and conditions of the MoU.

3.2 Eligibility Criteria for the Agency:

The entities fulfilling the following criteria are eligible to apply:

1. The Agency must be registered under Society Registration Act/Indian Trust Act/Company Act **(Registration from Appropriate Authority).**
 - (a) If registered under Society Registration Act, it must have the provision of health services, health care, primary healthcare, and any other health related services in its memorandum of association.
 - (b) If it is a Trust, it must have been formed to provide health services, health care,

- primary health care or any other health related services.
- (c) In case of company, it must be in Section 8 of Companies under the Companies Act 2013 (erstwhile Sector 25 Companies under Companies Act 1956) with provision of healthcare as one of the businesses in the memorandum of association.
2. One person Company is not eligible to apply.
 3. To be eligible to apply, the entity must be in existence for at least 5 years as on 31st December 2024. Entity established/registered after 31st December 2019 shall not be eligible to apply.
 4. The entity must have minimum 5 years of proven field level experience in Health & Family Welfare Programme OR any Social Development Sectors as on 31st December 2024.
 5. In case of NGO/Trust, the entity must have Unique ID Number through registration in the portal NGO-DARPAN of NITI Aayog.
 6. The entity should have average annual turnover of at least Rs 30 lakhs in the last three financial years i.e. 2021-22, 2022-23 & 2023-24.
 7. The entity must enclose documents of having minimum of Rs. 10 lakhs as fixed assets in the name of the entity in terms of Land, building and other fixed assets as per audit report of last FY 2023-24.
 8. Entity should have been registered under 12-A of Income Tax exemption and must have valid registration certificate as per the new Income Tax Act Rule.
 9. The entity must not have been “blacklisted”/ “debarred” from participating in any tendering process by any State Govt./Central Govt. Institutions. An original affidavit to this effect is to be submitted.
 10. The entity or any of its office bearers must not have been convicted/case pending against them by any court of law in India or Abroad for any civil/criminal offences. An original affidavit to this effect is to be submitted.
 11. If partnership with the entity has been discontinued due to poor performance in implementation of any PPP projects under NHM as identified by the External Evaluating Agency / State /District, the said entity shall not be eligible to apply for this project for the same District.
 12. In case the service of any entity has been discontinued on the basis of the conduct of any financial irregularities, the said entity shall not be allowed to apply in any of the District.
 13. The entity must submit an undertaking for the willingness to sign the MoU towards the implementation of the project.

3.3. Submission of Proposal:

The proposal shall be submitted through **ONLINE** in the following manner:

- i. The interested Agencies can apply on the web link: www.nhmodisha.in/ngo.

- ii. To apply, the Agency will first register its details in the Index Page of the web application to get User ID and Password in the registered Mobile Number. This is mandatory and a onetime activity.
- iii. After creation of User ID and Password at the Index Page, the User can login to submit online application which contains; Agency profile, details of experiences, annual turnover, details of EMD, declaration, upload of required documents (compulsory and other documents), preview of application and submit.
- iv. The user can also go back by clicking the edit option and re-check the information submitted.
- v. The information / data once submitted will be the final and cannot be edited again.
- vi. After completion of all required formalities, the user has to Log Out from the application and back to Index Page.
- vii. In the selection process, if the District User has raised any objection to the application before making it shortlisted, the same will be displayed to the User in the screen along with a message notification to reply to the same within a stipulated time. The Agency may submit their compliances, if any, through online.
- viii. The detailed User Manual for Agencies for 'online NGO Application System' can be downloadable from Website: www.nhmodisha.gov.in
- ix. The last date for submission of online application is **10/02/2025**.

3.4. Earnest Money Deposit (EMD):

EMD of **Rs. 40,000/-** per project applied for in the shape of a Demand Draft or Banker's Cheque in favour of **ZSS, Non-NHM, (Name of the District for which the bidder is applying for)** is to be submitted separately in a sealed envelope through **Speed post/Registered post/Courier only** to the CDM&PHO, **(Name of the applied District)** along with a forwarding letter. The EMD must be reached to the CDM&PHO, **(applied District)** on or before the last date & time for submission of online application specified in the Section-1 of the RFP. Details of the Demand Draft or Banker's Cheque (DD/BC No., date, name of the Bank) must be mentioned in the appropriate box under online application.

The EMD will be refunded after selection of the successful bidder. No interest will be paid on the EMD. **The online bid proposals not accompanied by EMD will not be considered. EMD of the bidder will be forfeited if it is discovered that the bidder has submitted false or forged or incorrect or misleading documents or information. In case of successful bidder, the EMD furnished by the bidder shall be refunded after submission of Performance Security for execution of contract.**

3.5. Supporting documents to be uploaded:

The following supporting documents required to be uploaded during online application by the entity in the appropriate locations. Below prescribed Compulsory Documents (from Sl. No. 1 to Sl. No 13) are mandatory to upload, failing which the submission may not be accepted.

Sl.No	Particulars
A. Compulsory Documents (Mandatory)	
1	Registration Certificate of the Agency (Appropriate registration under Society/Trust/Companies Act)
2	In case of NGO/ Trust, unique ID under the portal NGO Darpan of NITI Aayog.
3	Memorandum of Association / By-Law /Deed of the Agency
4	Contract/MoU documents pertaining to the Agency work experience where duration of contract period and contract value must have been mentioned.
5	Annual Financial Statements of the last 3 years (2021-22, 2022-23 & 2023-24) duly audited by a qualified CA. (As per Form-T1)
6	Fixed Asset Statement of last Financial Year (2023-24) duly audited by a qualified CA. (As per Form-T2).
7	Valid 12A Registration certificate as per Income Tax Act Rule.
8	PAN Card.
9	Bank Pass Book.
10	An undertaking in the form of original Affidavit that the office bearer of the Agency has not been convicted by any court of law for any criminal offence (As per Form-T3).
11	An undertaking in the form of original Affidavit certifying that Agency is not blacklisted (As As per Form-T4)
12	An undertaking that the Agency is willing to sign the service level agreement (As per Form-T5).
13	An undertaking by the Agency relating to the applied proposal is within the Ceiling limit of Project in the State and in the applied District (As per Form-T6)
B. Other Documents	
14	Photocopies of the audited P/L account of last three financial years highlighting the turnover in support of that.
15	Names of the Office Bearers along with their addresses.
16	80G Registration certificate
17	Minutes of the meeting of Executive Committee/ Governing Body/ any other body meeting based on by-law/ Memorandum of the Society/ registration document of last financial year.
18	Details of manpower engaged by the Agency other than Funding Project Staff (Name, Designation, Qualification, years of experience etc along with last 6 months Acquaintance sheet).
19	Document relating to the presence of Agency in the State of Odisha either land & building record issued in the name of Agency/lease agreement in affidavit mode.

All the uploaded supporting documents must be clearly visible and readable, otherwise said shall not be taken into consideration for scrutiny/award of score. The entity must show the same original documents during physical verification of documents before the District level Committee. **In case the entity fails to submit any supporting documents during online application, further consideration of the same document shall not be entertained during physical verification of documents and award of score by the District level Committee.**

3.6. Financial Bid:

No financial bid is required to be submitted as this is a fixed cost based project.

3.7. Number of Proposals:

Interested bidders fulfilling the eligibility criteria may submit their online proposal **separately** for any one /more than one District against the advertisement, **subject to the conditions mentioned in the clause No. 3.12 of the RFP.**

3.8. Cost of Proposal:

The bidder shall be responsible for all the cost associated with the preparation of their proposals and their participation in the selection process. The concerned District Authority will neither be responsible nor in any way be liable for such costs, regardless of the conduct or outcome of the selection process.

3.9. Acknowledgement by the bidder:

- (a) It shall be deemed that by submitting the Proposal through online, the bidder has: -
 - (i) Made a complete and careful examination of the RFP;
 - (ii) Received all relevant information requested from the concerned District Authority.
 - (iii) Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the concerned District authority relating to any of the matters stated in the RFP Document;
 - (iv) Satisfied itself about all matters, things and information, necessary and required for submitting the Proposal and performance of all of its obligations there-under;
 - (v) Agreed to be bound by the undertaking provided by it under and in terms hereof.
- (b) The concerned District authority shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake in any information or data given by the concerned District authority.

3.10. Language:

The online proposal with all accompanying documents (the “**Documents**”) and all communications in relation to or concerning the selection process shall be in English language and strictly as per the forms provided in this RFP. No other supporting document or printed literature shall be submitted with the proposal unless specifically asked for. In case any of these documents is in another language than English, it must be accompanied by an accurate

translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

3.11. Process of Online Selection:

- (a) After receipts of the online application and EMD, the Desk Appraisal Committee at the District level will conduct online screening process of the proposals received through online within the due date. The Committee will verify whether soft copies of all the required documents as per the advertisement have been submitted along with each proposal. If at all, any deficiency in document submission pertaining to the eligibility criteria as mentioned from **Sl. No. 1 to 13 (compulsory document) under clause No. 3.5 is found out in any of the proposal, the same proposal shall be rejected.**
- (b) The Desk Appraisal Committee constituted for conducting the selection process as per vide letter no. OSH&FWS/10565/PPP/432/2017, Dt.02.08.2018 will conduct the Desk Appraisal.
- (c) After desk appraisal of the online proposals by the Desk Appraisal Committee, detailed status of proposal with observation of Desk Appraisal Committee on scrutiny shall be entered online against each proposal for information of the Agencies.
- (d) The shortlisted Agencies shall be finally called to the office of CDM&PHO for necessary verification of their original documents vis-à-vis documents submitted with their online application.
- (e) After verification of the original documents vis-à-vis documents submitted with online application, the Desk Appraisal Committee will award score in the prescribed score sheet in online. No field appraisal process shall be conducted for selection.
- (f) The merit list of the Agencies will be prepared those have secured minimum 50% score in the score sheet in order to be eligible for the merit list.
- (g) The entire selection process will be approved in the District NGO Committee meeting Chaired by the Collector-cum-Chairperson of the Dist. NGO Committee. Detailed process shall be recorded in the minutes of the meeting and the Agency in the top of the merit list shall be recommended to the State by the Dist. NGO Committee for decision.
- (h) Thereafter, the District is required to submit the recommendation of the Dist. NGO Committee on the selection of Agency for the project and upload the approved minutes of the District NGO Committee through online.
- (i) The final selection result on the recommendation of the District will be notified through online after due approval of the State NGO Committee of OSH&FW Society.

3.12. Eligible to apply for number of projects by the Agencies:

- (a) **In the State, a maximum number of 10 projects** only (includes existing and new) which can be sanctioned to a particular Agency out of OSH&FW Society Funds.

- (b) **In a District, maximum number of 5 projects** (includes existing and new) under OSH&FW Society Funds can be sanctioned to a particular Agency.

3.13. Post Selection Procedure:

- (a) After approval of the State NGO Committee of OSH&FW Society the selected Agency will be informed in writing of its selection for the concerned District. This will be the letter of award which shall be issued by the concerned CDM&PHO to the selected Agency.
- (b) Further, the selected Agency can also be able to view / intimated about their selection through online.
- (c) Within 15 days of the issue of the letter of award, the selected Agency will be required to inform the concerned CDM&PHO in writing of its acceptance of the award, failing which, the award may be offered to the 2nd rank bidder in the merit for the project, if found suitable.
- (d) On completion of these formalities, the District Authority will inform the selected Agency regarding date of signing of the MoU.

SECTION 4: TERMS OF REFERENCE FOR OPERATION OF MOBILE HELATH UNIT IN PPP MODE (AROGYA PLUS)

- 4.1. India has made rapid progress in the past few decades in the public health System as reflected improvement in key parameters such as infant, Child and Maternal Mortality Rates, Total Fertility Rate, and Crude Death Rates. There has been improvement in expanding access and coverage in much of the country. This has largely been achieved by strengthening public health system over the years, and substantially accelerated by the National Health Mission (NHM). NHM support was largely targeted toward improving primary health care and some components of secondary care i.e. strengthening service delivery at district and sub district levels.
- 4.2. Despite these improvements, comprehensive primary health care in India is yet to be made fully universal. Access to primary health care remains uneven across the length and breadth of the country. The wide variations in capacity, governance and institutional structures and state investments in health have determined the extent to which the NHM support has improved health care particularly for the vulnerable marginalized and those living in underserved areas such as remote rural geographies.
- 4.3. Inadequate primary health care is reflected in the escalating demands for secondary and tertiary care services resulting in overcrowding of facilities at these levels leading to high cost and poor health care. There is enough evidence to date demonstrate that quality primary health care mitigates cost and suffering.
- 4.4. With a view to further improving the quality of the primary health care in terms of clinical care and outreach services, Govt. consider it desirable to operate Mobile Health Unit (Arogya Plus) for the inaccessible & difficult areas with the support of concessionaire who would be allowed to operate and manage such project in accordance with the terms and conditions laid down in the MoU. Government hopes that this would bring about considerable improvement in provision of competent primary healthcare and public health functions in the inaccessible areas in the State.
- 4.5. NHM views the agreement as public private partnership in the public health system in Odisha. Such partnership is seen as a step towards strengthening the public healthcare system and a measure towards facilitating and building the capacity of the State to cater the services by demonstrating models for comprehensive primary healthcare services.
- 4.6. The partnership will be initially for a period of one year. Further extension of the partnership is subject to the Agency scoring 70% or more in annual assessment after completion of one year of project as well as recommendation of the concerned District NGO Committee. The project period is maximum upto 5 years subject to fund provision in the Annual PIP.

- 4.7. Such partnership should not be seen as the Government abdicating its responsibility to provide public health service, but rather as a transitional measure towards facilitating the State to able to manage such project after the term of the partnership ceases.
- 4.8. The spirit of such a public private partnership is essentially to share risks and rewards in such a manner that comprehensive primary health care can be provided to those who need these services. Government recognizes that such partnerships with organizations that have competence and credibility offers the government avenues to leverage the knowledge and expertise of such organizations to improve management and delivery of comprehensive primary health care services.
- 4.9. Government expects that grant in aid will not be treated as a business venture and will not be used to make profits.

SECTION 5: PRINCIPLE OF AGREEMENT

- 5.1 Both the parties agree to view the arrangements enforced by this agreement as a Public Private Partnership in the Public Health System in India. Such a partnership is seen as a step towards strengthening the Public Health System and as a measure towards facilitating and building the capacity of the State to manage such facilities by demonstrating models for comprehensive primary healthcare, with an emphasis on active community engagement.
- 5.2 Both parties recognize that the Public Health System in India, despite phenomenal improvements, faces significant challenges. Both parties also recognize that the spirit of such a Public Private Partnership is essentially to share risks and rewards in such a manner so that comprehensive primary healthcare can be provided to those who need these services. NHM recognizes that such partnerships with organizations that have competence and credibility offers the governments avenues to leverage the knowledge and expertise of such organizations to improve management and delivery of comprehensive primary healthcare services.
- 5.3 Both parties are committed to enhance the health and well-being of residents of the area covered under the project in this agreement by providing quality service, innovation and development and to meet identified needs within the resources available to both the parties.
- 5.4 The Agency agrees and undertakes to implement all National/States Health Programmes/interventions through this project and as per requirement.
- 5.5 The Agency will agree that the concession granted will not be treated as a business venture and will not be used to, make profits.
- 5.11 The Agency agrees that no money would be collected from the users of the services for any clinical consultation and service, diagnostic services or any other service provided under the project.
- 5.12 The Agency agrees that by signing the MoU, no right on the property and assets of under the project will be transferred to them now or at any future date. The Agency will not claim any properterial rights on any assets created under the project.
- 5.15 The partner Agency would furnish a certificate of up-to-date payment to the project staff along with copies of scroll to the District every month under information to the PPP Cell, Mission Directorate, NHM, Odisha.

SECTION- 6. SERVICE DESCRIPTION AND RESPONSIBILITIES

- 6.1 The basic unit of service delivery would be Primary Health Care Service at the community level on a fixed day, time & venue on rotation basis adhering to the visit micro-plan of the Mobile Health Unit. The services includes the comprehensive primary healthcare package encompassing outreach camps, including behavioral change through health education and health promotion, clinical and public health services. Followings are the conditions listed below:
- a) The operational area of MHU unit shall be limited to the area allotted by the District Administration considering its geographical inaccessibility and vulnerable population.
 - b) The Agency will not only provide clinical services through Mobile Health Unit as per practice but will also take part in provision of RMNCH+A services, Disease Control Programmes and Non-Communicable Disease Programme.
 - c) This will bring synergies between various health programmes and traditional MHU services. Moreover IEC and social mobilization campaign on the issues of health, sanitation and nutrition will be integrated under the project.
 - d) Strategy for strengthening health action at community level and their effective participation in various public health programmes. This will strengthen and help in setting up a system of Community Based Monitoring of all these services by community.
- 6.2 List of Services to be provided by the MHU are given below which is an indicative list and not an exhaustive list.
- a) Curative services
 - Treatment of minor ailments
 - Referral of complicated cases identified during screening.
 - Screening of cases like Leprosy, TB, Malaria, Eye etc
 - First aid
 - b) RMNCH+A services
 - ANC and PNC check up and related services
 - Referral complicated pregnancies
 - Promotion of institutional delivery & reduce unsafe home delivery
 - Health check up
 - Treatment of childhood illness
 - Adolescent care such as life style education, counseling, treatment of minor ailments and anemia etc.
 - Immunization coverage
 - RTI/STI treatment

- c) NCD and Disease Control programme services at the community level.
- d) Family Planning services
 - Awareness on family planning
 - Distribution of condom, oral pill, emergency contraceptives
 - IUCD insertion
 - Mobilisation of cases of male/female sterilisation
- e) Diagnostic Services
 - Basic investigation facilities like haemoglobin, urine examination for sugar & albumin
 - RDK test for malaria
 - Sputum collection for diagnosis of TB
 - Any kind of kit based tests as per provision made by Govt.
- f) IEC/BCC
 - Counseling in RTI/STI/HIV/AIDS
 - Personal/ environmental hygienic awareness
 - Smoking & ill effects of alcohol
- g) Others support services
 - Institutionalize the implementation of VHND (Mamata diwas)
 - Increasing the referral to Pustikar Diwas to make the programme demand driven
 - Increasing awareness on improved health services
 - Implementation of National Health Programme
 - Other health related services directed by ZSS and Govt./NHM
 - A family health card may be issued to each patient of the targeted areas.
 - Those requiring further investigation, specialist opinion and treatment will be referred to higher institutions.
 - Counseling
 - GKS strengthening like facilitate in regular GKS meeting, development and implementation of village health plan, increasing the expenditure of GKS untied fund as per the need, establishment of community based monitoring system at GKS level to monitor the MHU services.
- h) Medicine support
 - Free medicines are to be provided to the patients after screening by the Doctor.
- i) Emergency Services:
 - The Agency will provide emergency services during any epidemic/ disaster/ public health emergency/accidents, as required by the District.

6.3. Key Deliverables of the Project

- a) The MHU will visit minimum 22 days in a month to the field areas as per the approved micro-plan and health camps will be organized at least two sessions in a day.
- b) The MHU will provide the services in the fixed points & fixed day as identified and declared as treatment points.
- c) The operational micro-plan should not be deviated without prior approval of BPHO.
- d) Detail tour report along with categories of patients screened, refereed, follow up etc must be maintained in record.
- e) Regular submission of daily/monthly reporting in a standardized format.
- f) The approved plan will be circulated to the respective GPs, Blocks, District for public awareness. The telephone number of the MHU will be circulated to the different stakeholders.

6.4 Human Resources to be required for operation of MHU (Arogya Plus) project:

Following categories of manpower shall be required and to be positioned for operation of MHU (Arogya Plus).

S. N	Category of Staff (to be selected as per Govt. eligibility norms)	No of post.	Eligibility Qualification
1.	AYUSH Medical Officer	1	<ul style="list-style-type: none">• Age- S/he must have attained the age 21 years by the date of advertisement.• Minimum Qualification- The candidate must have a Bachelor Degree in Ayurvedic medicine & Surgery (BAMS)/Bachelor in Homeopathic Medicine & Surgery (B.H.M.S) as the case may be, from a recognized university. He/ She must have completed the internship training if any.• Registration Certificate- Must have valid Registration Certificate from the State Ayurvedic/Homeopathic Council. No provisional registration certificate will be entertained.• He/She should have passes Odia language in M.E standard.
2.	Pharmacist	1	<ul style="list-style-type: none">• Age- H/She must have attained the age 21 years by the date of advertisement.

S. N	Category of Staff (to be selected as per Govt. eligibility norms)	No of post.	Eligibility Qualification
			<ul style="list-style-type: none"> • Minimum Qualification- Degree/Diploma in Pharmacy from a Govt./Govt. recognized Institution. Minimum 1 year Experience in managing a drug store in a reputed hospital/health center organized by the Govt. • He/She should have passes Odia language in M.E standard.
3.	ANM (Health Worker-F)	1	<ul style="list-style-type: none"> • Age- She must have attained the age 21 years. • Minimum Qualification-The candidates must have passed the HSC examination & shall have completed ANM course from institution recognized by Govt and approved INC. • Registration Certificate- Must have registered in the Odisha Nursing Council and must possess valid Registration Certificate. • She should have passed Odia language minimum in M.E standard.
4.	Attendant (Male)	1	<ul style="list-style-type: none"> • Age- He must have attained the age 21 years. • Minimum Qualification- Minimum 8th Standard.

The Staff so engaged / recruited/ appointed by the Service Provider shall be exclusively on the pay roll of the Agency and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the Government. The Agency shall be solely responsible for the performance and conduct of the staff notwithstanding the source of hiring such staff. The Agency shall be fully responsible for adhering to provisions of various laws applicable on them including labour laws. In case the Agency fails to comply with the provisions of applicable laws and thereby any financial or other liability arises on the Government by Court orders or otherwise, the Agency shall be fully responsible to compensate/ indemnify to the Government for such liabilities. For realization of such damages, Government may even resort to the provisions of any Act, which is in force or other laws as applicable on the occurrence of such situations.

SECTION-7: TERMS & CONDITIONS.

7.1 Operation modalities:

- (a) The operational areas of MHU shall be decided by the District /Block Health Administration.
- (b) The MHU will visit minimum 22 days in a month to the field areas as per the approved micro-plan and the camps will be organized at least two sessions in a day.
- (c) The MHU will provide the services in the fixed day and fixed site in the village.
- (d) The Agency to ensure engagement of qualified manpower as per sanctioned number.
- (e) Engagement of vehicle and its branding is the responsibility of the Agency. The age of the vehicle should have been less than 2 years on the date of signing of MoU with the District for operation of MHU. If required the Agency will fit GPS in the vehicle for tracking.

7.3 Period of Partnership

The duration of the project will be initially **for one year**. However, the project may be extended for another term in subsequent manner upto maximum 5 years subject to the fund provision approved in the PIP and satisfactory performance of the Agency in the project.

7.4 Award of Contract and Agreement

On award of contract, the selected Agency shall have to execute a MoU with the respective Zilla Swasthya Samiti within 15 days from the date of acceptance of award of contract. **This Request For Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the MoU document. Before execution of the MoU, the bidder shall have to deposit performance security as per norm.**

7.5 Commencement of Service

The selected Agency shall commence the service within **15 days** from the date of signing of the MoU. If the Agency fails to commence the service as specified herein, the District authority may, unless it consents to the extension of time thereof may cancel the MoU and forfeit the Performance Security.

7.6 Performance Security

The selected Agency on acceptance must provide the District Authority a **Bank Guarantee for Rs.1,00,000/- (Rupees One lakh only) per project** in the name of concern Zilla Swasthya Samiti,_____, from a Nationalized Bank valid for a period of minimum one year as performance security of the project which will have to be extended for a further period based on the period of extension of the project. **In case of non-submission of performance security or fails to execute the contract by the successful bidder, the EMD furnished by the successful bidder shall be forfeited.**

7.7 Payment

- a) Grant-in-Aid for the project shall be released to the Agency on the basis of budget provision made in the PIP.
- b) The disbursement/release of funds by ZSS to the Agency would be in three installments i.e. 30%, 35% and 35% in advance of total annual project cost.
- c) The 1st installment i.e. 30% will be released after signing of the MoU and submission of the performance security. The 2nd installment, i.e. 35% will be released on 4th month after receipt of the utilization certificate for 75% of 1st installment. The 3rd installment i.e. 35% will be released after receipt of the utilization certificate for 75% of 2nd installment on 9th month of annual project period.
- d) The DPMU will make assessment of the project in every six months of operation and annual assessment of the project using the standardized checklist. Further, evaluation of the project may be conducted by an independent External Agencies after three years of completion of project period.
- e) Performance Incentive to the MHU staff other than Attendant shall be released on annual basis, subject to the provision in the PIP. It will be in proportionate to the performance of the Agency as per their annual performance assessment conducted by the District based on the norms prescribed as mentioned below:
 - If the Project scores 80% & above, the performance is to be considered as outstanding, in this instance, each staff (except Attendant) will get 25% PI on their base remuneration.
 - If the institution scores from 70% to 79%, the performance is to be considered Very Good, each staff (except Attendant) will get 20% PI on their base remuneration.
- f) The annual budget of the project may be revised time to time on the basis of approval in the PIP under State Budget.

7.8 Other Conditions:

- a. The Selected Agency will have to open a separate saving bank account for this grant-in-aid in any Nationalized Bank. The account will be opened in the name of the project, which shall be operated jointly by at least two office bearers authorized for the purpose by the management committee of the Agency.
- b. The selected Agency has to submit daily/ monthly progress report on the operation of the MHU to CDM & PHO at District level and NHM at State level in prescribed format either online or hard copy.

- c. The amount of grant should be utilized only for the purpose for which it is sanctioned and the unspent balance of the grants shall be refunded after the close of the financial year.
- d. The Agency will submit monthly statement of expenditure and progress report to the District with a copy to NHM. At the end of the project year, the Agency shall furnish annual report of the project along with CA audited Annual Audit Report.

7.9 Performance Monitoring and Standard of Services

- a) The performance of the Agency will be monitored largely on the basis of output based indicators specified in the **key deliverables at 6.3**. These indicators and performance standards can be suitably expanded and/ or modified in the interest of better service delivery to the general public.
- b) The indicators of health service delivery expected from the Agency are of the minimum standard. The Agency would be encouraged to serve as a role model and to provide services at a much higher standard.
- c) State shall use other mechanisms such as monthly report and external monitoring process to assess performance on key indicators.
- d) A half-yearly review meeting will be held and attended by appropriate levels of officials of the Government and from the selected Agency to review the performance, the anticipated outcome as per the MoU and future service developments and changes.
- e) At the State level, NHM through its PPP Cell will monitor and evaluate the programme. NHM will review the work done by MHU (Arogya Plus), suggest suitable improvement and mid-course correction and address the difficulties faced by the Agency in running of the Project.
- f) Concurrent monitoring shall be conducted by NHM representatives along with the District Health Administration on quarterly basis and as when required and submit the report to appropriate authority besides Mission Director. The District Programme Management Unit (DPMU) and Block Programme Management Unit will monitor the project and provide supportive supervision.
- g) Fixed day review meeting of all PPP projects in every month/bi- monthly/quarterly at District level.
- h) Third party evaluation of the project may be conducted by an External Independent Agency.

7.10 ARBITRATION

- a) If the Agency fails to resolve their dispute or difference by such mutual consultations within thirty days of commencement of consultations, then either the Government or the agency may give notice to the other party of its intention to commence arbitration, as hereinafter provided. The applicable arbitration procedure will be as per the Arbitration and Conciliation Act 1996 of India. In that event, the dispute or difference

shall be referred to the sole arbitration of an officer as the arbitrator to be appointed by the Government. If the arbitrator to whom the matter is initially referred is transferred or vacates his office or is unable to act for any reason, he / she shall be replaced by another person appointed by the Government to act as Arbitrator.

- b) Services under this agreement shall, notwithstanding the existence of any such dispute or difference, continue during arbitration proceedings and no payment due or payable by the Government shall be withheld on account of such proceedings unless such payments are the direct subject of the arbitration.
- c) Unless such payments are the direct subject of the arbitration.
- d) Venue of Arbitration: The venue of arbitration shall be the place from where the agreement has been issued.

7.11 BREACH

If either Party breaches the Conditions Contract or these Terms and Conditions and fails to remedy such breach within 30 days of written notice from any other Party calling for the breach to be remedied, then the non-breaching Party shall be entitled, without prejudice to any other rights that it may have in law, whether under the Contract or otherwise, to cancel the Contract without notice or to claim immediate specific performance of all the defaulting parties.

7.12 PENALTY

If the Agency fails to provide services as stipulated in the Service Description at Section-6, the Government shall be entitled to fix penalty which would be deducted from the dues payable to the Agency. However, in case there is no amount is due for payment to the Agency, the penalty shall be recovered from them.

7.13 FORCE MAJEURE

No penalty or damages shall be claimed in respect of any failure to provide service, which the agency can prove to be directly due to a war, sanctions, strikes fire, flood or tempest or Force Majeure, which could not be foreseen or overcome by the agency or to any act or omission on the part of persons acting in any capacity on behalf of agency provided that the agency shall at the earliest bring the same to the notice of the State Government.

7.14 TERMINATION

- a) Either party may terminate this agreement by giving not less than one months' notice in writing to the other. This notice shall include reasons as to why the agreement is proposed to be terminated.
- b) The Government may terminate the agreement, or terminate the provision of any part of the Services, by written notice to the Agency with immediate effect if the Agency is in default of any obligation under the agreement, where the default is capable of

remedy but the Agency has not remedied the default to the satisfaction of the Government within 30 days of at least two written advice after serving of written notice specifying the default Cine requiring it to be remedied; or

- the default is not capable of remedy; or
 - the default is a fundamental breach of the agreement
 - If the Government terminates the agreement and then makes other arrangements for the provision of the Services, it shall be entitled to recover from the Agency any loss that had to be incurred due to such sudden termination of agreement.
- c) Both the parties agree that no further payment would be made to the Agency, even if due till settlement of anticipated loss as a result of premature termination of the agreement.
- d) The Government reserves the right to terminate the agreement without assigning any reason if services of the Agency create serious adverse publicity in media and prima facie evidence emerges showing negligence of the Agency.
- e) At the time of termination, the Agency agrees to hand over all moveable and immoveable assets to the authorized representative of the State Government on a mutually agreed date on "as is where is" basis.
- f) The Agency agrees that no asset will be moved out of the premises or destroyed other than consumables used during the normal course of operation of the facilities, at any time during the period from the effective date to the date of termination without the prior written approval of the State Government.
- g) The concessionaire agrees that the date of handing over will not be more than 15 calendar days from the date of termination.

7.15 INDEMNITY

- a) By this agreement, the Agency indemnifies the Government Odisha against damages of any kind or for any mishap/injury/accident caused to any personnel/property of the facilities.
- b) The Agency agrees that all liabilities, legal or monetary, arising in any eventuality shall be borne by the Agency.

7.16 Redressal of Grievances

The grievance related to the “Operation of MHU (Arogya Plus Project)” is to be redressed at the level of CDM&PHO or District NGO Committee of the District.

7.17 Jurisdiction of Court

Legal proceedings if any shall be subject to the concerned District jurisdiction only.

7.18 Compliance with existing laws:

The Agency agrees to abide by all laws of the land as will be applicable for operation and maintenance of the facility.

7.19 Right to Accept and Reject any Proposal

The District Authority reserves the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

SECTION 8 – EVALUATION OF THE PROPOSALS

8.1 Evaluation of Technical Proposals:

After receipts of the online application, the Desk Appraisal Committee at the District level will conduct online screening of the proposals. Any deficiency in document submission by the bidder pertaining to the eligibility criteria is found out in any of the proposal; the same proposal shall be rejected. Only those bidders who qualify as per the eligibility criteria assessed through online, their bid will be considered for the next stage of online evaluation and award of marks as per the prescribed checklist given below.

The bidder has to score **at least 50% or above** score in order to be considered for the preparation of merit list for the project.

SCORING SHEET FOR ASSESSMENT OF THE BIDDER (ONLINE)

Sl. No	Evaluation Parameters	Max. Marks	Means of Verification
A. Registration & Establishment: (5 marks)			
1	Years of Existence:: Total years of existence of the Agency from the date of registration under Society Registration Act/Indian Trust Act/Company Act. Criteria for Award of Marks: >5 yrs - ≤10 yrs=1 mark; >10yrs - ≤15 Yrs=2 marks, >15 yrs - ≤ 20 yrs= 3 marks, >20 yrs= 4	4	Copy of Appropriate Registration certificate
2	Registered under 80G (if yes=1 mark; if No=0 mark)	1	Copy of 80G Regd. certificate
B. Field Level Experience: (65 marks)			
3	Years of Experience: Total years of experience in implementing projects in any Social Development Sector out of any Government or any Private Funding support from the date of registration of the Agency (Minimum duration of one project contract period should not be less than six months). Criteria for Award of Marks: >5 - ≤ 8 years= 5 marks; >8 - ≤ 12 years =8 marks; >12 - ≤ 16 years =12 marks; >16 - ≤ 20 years = 16 marks; >20 years = 20 marks	20	MoU/Agreement/Authenticated sanctioned with letter confirming release of funds.
4	Nos. of Projects in Government: Experience in implementing total number of projects with minimum contract value of Rs. 10 lakhs each out of any	20	MoU/Agreement/Authenticated sanctioned with

Sl. No	Evaluation Parameters	Max. Marks	Means of Verification
	Govt. Funding support during any of the last three financial years (2021-22, 2022-23, 2023-24). Criteria for Award of Marks: (@ 2 marks per 1 project with additional 2 marks for each additional project upto maximum 20 marks) (Renewal of a contract /Continuation of a contract during the above financial years are to be considered once for calculation of number of project. The contract period of one project must be at least 6 months duration)		fund released letter. MoU/Agreement/ Authenticated sanctioned with letter confirming release of funds.
5	Nos. of Projects in Private: Experience in implementing total number of projects with minimum contract value of Rs. 10 lakhs each out of any Private Funding support during any of the last three financial years (2021-22, 2022-23, 2023-24). Criteria for Award of Marks: (@ 2 marks per 1 project with additional 2 marks for each additional project upto maximum 20 marks) (Renewal of a contract /Continuation of a contract during the above financial years are to be considered once for calculation of number of project. The contract period of one project must be at least 6 months duration)	20	MoU/Agreement/ Authenticated sanctioned with letter confirming release of funds.
6	Experience in Applied District: Total years of experience in implementing projects in any social development sector out of any Government or any Private Agency Funding support in the applied District. (Minimum duration of one project contract period should not be less than six months). Criteria for Award of Marks: >1 - ≤ 2 years= 1 mark; >2 - ≤ 3 years =2 marks; >3 - ≤ 4 years =3 marks; >4 - ≤ 5 years = 4 marks; >5 years = 5 marks	5	MoU/Agreement/ Authenticated sanctioned with letter confirming release of funds.

Sl. No	Evaluation Parameters	Max. Marks	Means of Verification
C. Financial Strength: (25 marks)			
7	Total Avg. Annual Turnover: Average annual turnover of the Agency in last three financial years as per audit report (2021-22, 2022-23, 2023-24). Criteria for Award of Marks: >30- ≤50 lakhs =5 marks; >50- ≤75 lakhs=7 marks; >75 lakhs - ≤1 Crore =10 marks; >1 Crore =15 marks	15	Annual Financial Statements of last 3 FY audited by a qualified CA /Audit report of last 3 FY.
8	Fixed Assets Value: Fixed assets value in the name of Agency as per last financial year audit report (2023-24). Criteria for Award of Marks: >10- ≤25 lakhs =4 marks; > 25- ≤35 lakhs=6 marks; >35 - ≤ 50 lakhs=8 marks; >50 lakhs =10 marks	10	Fixed Asset Statement of last FY duly audited by a qualified CA/ Audit report of last FY
D. Manpower Strength: (5 marks)			
9	Manpower: Currently Agency having own staff in the payroll minimum in last six months other than any Govt./Pvt. Funding Project Staff. Criteria for Award of Marks: <ul style="list-style-type: none"> • Minimum 1 Clinical Staff (MBBS/AYUSH /Staff Nurse/ANM/Pharmacist) =1 mark • Minimum 1 Managerial Staff with Post Graduate qualification = 2 marks • Minimum 1 Accounts Staff with minimum B.Com qualification = 2 marks 	05	Acquittance sheet of last six months & detailed HR documents (qualification, appointment letter etc) of related staff.
Total Marks		100	

SECTION 9

FORMS & FORMATS

FORM –T1

ANNUAL TURN OVER STATEMENT

*(To be furnished in the **letter head** of the Chartered Accountant)*

The Annual Turnover of _____
for the last 3 financial years are given below and certified that the statement is true and correct.

Sl.	Financial Year	Turnover in Lakhs (Rs.)
1	2021-22	
2	2022-23	
3	2023-24	
Average Annual Turnover of last three years (Rs. In lakhs)		

* Provisional audited statement shall not be considered.

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No :

UDIN :

Note:

- 1) To be issued in the **letter head of the Chartered Accountant** with Membership No. and UDIN.
- 2) Also attach photocopies of the audited P/L account of **each year highlighting** the **turnover** in support of that.

FORM –T2

FIXED ASSETS STATEMENT

*(To be furnished in the **letter head** of the Chartered Accountant)*

The Fixed Assets value of _____
for the last financial year statement is given below and certified that the statement is true and correct.

Sl.	Financial Year (last FY)	Fixed Assets value in Lakhs (Rs.)
	2023-24	

* Provisional audited statement shall not be considered.

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No :

UDIN :

Note:

- 1) To be issued in the **letter head of the Chartered Accountant** with Membership No. and UDIN.

FORM –T3

(To be furnished in the proposal)

**Affidavit Format for Undertaking by the Agency
(On Non Judicial Stamp Paper of Rs. 100/- only)**

Affidavit

I, (Sole Chief Functionary of the Agency), (the names and addresses of the registered Agency), with reference to RFP No. _____ for _____
(Name of the RFP) do hereby solemnly affirm and sincerely state that;

- a) I or any other office bearer on behalf of the Agency has not been convicted by any court of law in India or abroad for any criminal offence.
- b) The Agency has not been blacklisted by any Government (State or Central) Department or Agency in India, which is in force during the currency of the contract.

I further affirm that, in case of any such evidence in contradiction to above declaration come to the notice of the contracting authority any time during the currency of the contract then our partnership with Zilla Swasthya Samiti /NHM, H&FW Department, Govt. of Odisha under such contract shall be liable for termination in addition to other legal recourse available under the law of the land.

Dated thisDay of, 2025

Name of the Applicant

.....

Signature of the Authorized Person

.....

Name of the Authorized Person
(Seal of the entity)

Notary
Regd. No.
(Seal of the Notary)

FORM –T4

(To be furnished in the proposal)

**Affidavit Format for Undertaking certifying that Agency is not blacklisted
(On Non Judicial Stamp Paper of Rs. 100/- only)**

Affidavit

This is to certify and confirm that
(The name of the Agency with address of the registered office), with reference to RFP No. _____ for _____ *(Name of the RFP)*, our organization / we or any of our promoter(s) / director(s) are not barred by Department of Health & FW, Govt. of Odisha / or any other entity of Govt. of Odisha or blacklisted by any State Government or Central Government/ Department / Organization in India from participating in the Project/s, either individually or as member of a Consortium as on the _____ (Date of Signing of proposal).

We further confirm that we are aware that, our proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period.

Dated thisDay of, 2025

Authorized Signatory/Signature *[In full and initials]*: _____

Name and Title of Signatory: _____

(Seal of the entity)

**Notary
Regd. No.
(Seal of the Notary)**

FORM T5

(To be furnished in the proposal)

Format for WILLINGNESS/ CONSENT LETTER

I, Mr/Ms. (The name of the Agency with address of the registered office), with reference to RFP No. _____ for _____ *(Name of the RFP)*, do herewith giving my consent to sign the agreement abiding by all norms.

This is for favour of your information and necessary action.

Dated thisDay of, 2025.

Authorized Signatory/Signature [*In full and initials*]:

Name and Title of Signatory:

(Seal of the entity)

FORM T6

(To be furnished in the proposal)

**Format for Undertaking by the Agency relating to the proposal is within the
Ceiling limit of Project in the State and applied District**

I, (Sole Chief Functionary of the Agency), (the names and addresses of the registered Agency), with reference to RFP No. _____ for _____
(Name of the RFP) do hereby undertake that the proposal applied for the above project for _____
District is within the ceiling limit of State and in the applied District as per OSH&FW Society norm mentioned in the Clause No. 3.12 of the RFP.

In case any such evidence in contradiction to the above declaration comes to the notice of the contracting authority at any stage of the Bidding Process or thereafter during the agreement period then, I do herewith giving my written consent that the contracting authority have the right for withdrawal of partnership from the said project and forfeit of the EMD money / Performance Security money deposited for the above project and I will have no claim further in the future.

Dated thisDay of, 2025.

Authorized Signatory/Signature [*In full and initials*]:

Name and Title of Signatory:

(Seal of the entity)