

E-TENDER

FOR

Selection of Agency/ Firm for
conducting the facility assessment
survey for DCH/CH/SDCH/CHC/PHC
as per IPHS in Haryana

Tenure: - 4 months



Director General Health Services

Swasthya Bhawan, Sector 6, Panchkula
(Haryana), www.haryanahealth.gov.in

Tender document Fees: - Rs. 1000/-

For any inquiry send mail on dghs.dhs@hry.nic.in

Director General Health Services

Swasthya Bhawan, Sector 6,Panchkula, 134109

Tender No. DGHS/Ref. ___/2024-25/___

Dated: 00_00_2024

NOTICE INVITING E-TENDER FOR selection of Agency/ Firm for conducting the facility assessment survey for DCH/CH/SDCH/CHC/PHC as per IPHS in Haryana

1. Online digitally signed e-Tenders are invited in two bid system (i.e., Part-I: Technical Bid and Part II: Financial Bid) from Agency /Firm for conducting the facility assessment survey for DCH/CH/SDCH/CHC/PHC in Haryana as per IPHS guidelines published in 2022 for a period of 4 months.
2. The detailed tender document can be downloaded from the National Informatics Centre (NIC) <http://etenders.hry.nic.in> and DGHS website: www.haryanahealth.gov.in & filled up from 00.00.2024 to 00-00-2024.
3. Important dates for the tender are as follows: -

Start Date & Time of Bid Preparation	:	00.00.2024 at 00:00 AM
Closing Date & Time of Bid of EMD Submission	:	00.00.2024 at 00:00 AM
Closing Date & Time of Bid Preparation & Submission	:	00.00.2024 at 00:00 AM
Prebid Date	:	00.00.2024 at 00:00 AM
Technical Bid opening	:	00.00.2024 at 00:00 AM
Financial Bids opening of eligible Tenderers	:	00.00.2024 at 00:00 AM

4. The online Technical and Financial Bid should be uploaded by the due date and time as per the above schedule. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded during tender preparation and at submission stage. Bids sent by any other mode will not be accepted. DGHS, Haryana reserves the right to accept or reject any or all tenders without assigning any reason whatsoever.

**-Sd/-
Director General Health Services
Haryana.**

TENDER DOCUMENT FOR SELECTION OF AGENCY/ FIRM FOR CONDUCTING THE FACILITY ASSESSMENT SURVEY FOR DCH/CH/SDCH/CHC/PHC AS PER IPHS IN HARYANA

1. E-tender is invited for conducting the facility assessment (i.e., DCH/CH/SDCH/CHC/PHC) under the DGHS, Haryana as per the IPHS revised guidelines published in 2022 by Ministry of Health & Family Welfare, Haryana
2. The quantum and type of the facilities are given below:

S.No.	Type of Facilities	Numbers
1	District Civil Hospitals / Civil Hospitals (100-300 bedded)	26
2	Sub Divisional Civil Hospitals (50-200 bedded)	28
3	Civil Hospital/ other similar hospitals (50 or less than 50 bedded)	17
4	Community Health Centres	120
5	Primary Health Centres	407
Total		598

*** The numbers of facilities are indicative only and exact numbers shall be given upon award of work order.**

1. General Terms and Conditions:-

- 1.1 The refundable Earnest Money of Rs.**3,00,000/-** (Rupees Three Lakh only) can be deposited through online mode only. The bidder will submit the fee online through electronic payment gateway of NIC portal (<http://etenders.hry.nic.gjn>) on or before the last date & time of submission of tender in the account of State Health Society, Haryana payable at Panchkula.
- 1.2 The successful bidder will have to deposit unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized or Scheduled Bank at his own expense with DGHS, within 15 days from the date of work order, payable on demand for the due performance and fulfilment of the contract. The PBG will be for an amount equal to 5% of approx. total value of the contract. The PBG shall be valid till 3 months of the completion of the contract period and till the final settlement of claims whichever is later.
- 1.3 Tender must be uploaded online on NIC Portal.
- 1.4 The contract will be valid for 4 months. In case of any extension the selected company will have to submit the non-blacklisted certificate again at the time of extension.
- 1.5 Bids without digital signatures will not be accepted by the Electronic Tendering System. No Tender will be accepted in physical form and in case, it has been submitted in the physical form, it shall be rejected out rightly. The interested service providers have to submit the bids through National Informatics Centre (NIC) <http://etenders.hry.nic.in> in the prescribed format(s) given online i.e., **Annexure-I for Technical Bid and Annexure-II for the Financial Bid.**
- 1.6 Bids will be opened online as per time schedule mentioned in Table on page no. 2 of tender document. Before submission of online bids, the bidder must ensure that scanned copies of all the necessary documents have been uploaded with the bids.
- 1.7 Director General Health Services, Haryana will not be responsible for any delay in online submission of the Bids due to any reason whatsoever.

- 1.8 The details of EMD specified in the Tender Documents should be the same as submitted online (scanned copies) otherwise tender will be rejected.
- 1.9 The conditional bids shall not be considered and may be out rightly rejected in very first instance. The bidders are required to upload self-attested & scanned copies of the relevant documents required as per Terms & Conditions, failing which their bids may be out-rightly rejected and will not be considered.
- 1.10 The Financial Bids of only those bidders shall be opened who will be qualified through the technical bid.
- 1.11 No bidder firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids, its EMD will be forfeited.

2. Instructions to Bidders

2.1. Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, Earnest Money Deposit (EMD) of **Rs. 3,00,000/-** online through electronic payment gateway of NIC portal (<http://etenders.hry.nic.in>) on or before the last date & time of tender fee submission in the account of State Health Society, Haryana payable at Panchkula. The EMD (Bid Security) in any other form shall not be entertained.
- b) The EMD shall remain valid for 90 days from the due date for the Bid Submission.
- c) The EMD to Successful bidder shall be refunded after the submission of Performance Bank Guarantee.
- d) Bid without adequate EMD will be liable for rejection without providing any opportunity to the bidder concerned.
- e) The EMD of a bidder could be forfeited, if a bidder:-
 - Withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form, or
 - During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessary delay the process of bid evaluation and finalization, the decision of Director General Health Services (Hereinafter referred to as "DGHS") regarding forfeiture of the Bid Security shall be final & shall not be called upon any question under any circumstances, or
 - Violates any of such important conditions of this tender document or indulges in any such activity as would jeopardize the interest of Director General Health Services, Haryana. The decision of DGHS regarding forfeiture of the Bid Security shall be final & shall not be called upon any question under any circumstances.

2.2. Performance Bank Guarantee

- a) Performance Bank Guarantee of value of 5% of the approx. total contract value for 4 months of the period should be submitted within 15 working days of issuance of the work order in the name of State Health Society, Haryana payable at Panchkula, failing which DGHS may revoke its decision. The Performance Bank Guarantee shall be valid till 3 months (90 days) after the completion of tenure of empanelment.
- b) All incident charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee (PBG) shall be borne by the bidder. In case of project overrun, the Performance Bank Guarantee validity shall be renewed accordingly by the bidder.
- c) In the event of the bidder being unable to service the contract for whatever reason, DGHS, Haryana would invoke the Performance Bank Guarantee., notwithstanding and without prejudice to any rights whatsoever of Director General Health Services, Haryana under the

contract in the matter, the proceeds of the Performance Bank Guarantee shall be payable to Director General Health Services, Haryana as compensation for the bidder's failure to perform/comply with its obligations under the contract. The Director General Health Services, Haryana shall notify the bidder in writing of the exercise of its right to receive such compensation, indicating the contractual obligations(s) for which the bidder is in default.

3. Essential Conditions of Technical Qualification

3.1 Pre-Qualification of the Bidders

The Bidder must fulfil the below mentioned criteria:

No	Basic Requirement	Specific Requirements	Documents Required
PQ1	Legal Entity	The bidder should be registered in India under Companies Act 1956/2013/ LLP Act 2008/Partnership Act/Society act in India as amended and should have been in operations for at least 10 years as on date of submission of the bid	Copy of Certificate of Incorporation / Registration/ Partnership deed/ Society act as per the applicable laws
PQ2	Turnover	The bidder should have minimum average annual Turnover of INR 50 Crore in Consulting for last 3 audited financial years (2020-21, 2021-22 and 2022-23) in India	Audited and Certified Balance Sheet and Profit/Loss Account for the last 3 (Three) Financial Years.
PQ3	Net Worth	The bidder should have positive net worth as per the audited consolidated financial statements in each of the last 3 (Three) financial years (2020-21, 2021-22 and 2022-23)	Certificate from the Statutory Auditor on net worth.
PQ4	Blacklisting	As on date of submission of the proposal, the bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices with any of the Central Government / State government/ Semi government / PSU / Municipal agencies in India at the time of submission.	Undertaking by the authorized signatory as per the format given as Annexure
PQ5	Certifications	The bidder should possess below Certifications which are valid till bid validity: <ul style="list-style-type: none"> • ISO 9001: 2015 • ISO 27001: 2013 • ISO 20000-1: 2018 	Valid copy of certificates on the name of the Bidder
PQ6	Past experience	The bidder should have successfully completed/ongoing healthcare project in the last 5 years in total of consulting fee at least 3 Cr or above with any Central/State/ PSU/Semi-Govt etc.	Copy of Work Order /LOI

PQ7	GST&PAN	The Bidder must have valid Registration of GST and PAN and the same shall be enclosed.	Copies of registration
PQ8	Human Resource	The Bidder must have 100 employees on payroll	HR Head certified document

Note: Bidders need to ensure compliance to all the eligibility criteria mentioned above. Also, all the required documents should be properly annexed as indicated above along with an Index Page. Bidders meeting all eligibility criteria of Pre- Qualification Stage will be shortlisted for the Technical Qualification Stage.

4. Evaluation Criteria:

Evaluation of Technical Proposals - Only those Agencies/Bidders whose Technical Proposals get a score of 70 (seventy) marks or more out of 100 (one hundred) shall qualify for further consideration and shall be ranked from highest to the lowest based on their technical score.

S. No.	Technical Criteria(s)	Evaluation Criteria	Max. Marks
1.	Financial Stability i.e. Annual Average Turnover	<p>Max.10 points for financial Stability: - Annual Average Turnover specifically in the consulting services during last three financial years 2020-21,2021-22, 2022-23 of the bidder.</p> <p>Evaluation Criteria:</p> <p>More than Rs.200 Cr. -10 Points Rs.100 Cr. and ≤ 200 Cr. - 08 Points More than 50 crores and less than 100 Cr - 05 Points</p> <p>Supporting Documents: Statutory auditor / CA certified document</p>	10
2.	Experience in conducting the Healthcare Facility assessment in single project during the last five years with Central/State govt etc.	<p>Sample Size of Healthcare Facility assessment in single project (Max Marks: 10)</p> <p>Evaluation Criteria:</p> <ul style="list-style-type: none"> • Sample Size of HCF assessment 1001-1200: 05 marks • Sample Size of HCF assessment 1201-1500: 08 marks • Sample size of HCF assessment: 1501 and above: 10 marks 	10

3.	Experience of PMU/PMC/PMS/TSU in last five years with central Govt. /State Govt. Dept / PSU/Govt. Autonomous body /development partners in healthcare	<p>PMU/PMC/PMS/TSU assignment experience of Bidder with State Government / Central Government / PSU/Govt. Autonomous body /Development partners in healthcare</p> <p>Evaluation Criteria: "PMC/PMU/PMS/TSU Implementation support for duration of at least 1 year"</p> <p>More than 5 projects 20 Marks 3-5 projects 15 Marks 2 project 10 Marks</p>	20
4.	Consulting fee of conducting the facility assessment/ Survey/ Project Implementation under one assignment	<p>The bidder should have completed/ongoing experience in last 5 years of conducting the Facility assessment/ Survey/ Project Implementation under one assignment in India</p> <p>Evaluation Criteria: 1 project with a consulting fee more than Rs. 25 Crore 10 Marks 1 project with a consulting fee at least Rs. 15 Crore 5 Marks</p>	10
5.	Team structure	<p>Team Lead: 5 marks</p> <p>Qualification: Should have PG in Hospital/Health Management with minimum 12 years of experience in health sector.</p> <p>Experience: The candidate should have completed at least 5 large scale assessment surveys/facility assessment etc.</p> <hr/> <p>Project Coordinator: 3 marks</p> <p>Qualification: Should have PG in Hospital/Health Management with minimum 10 years of experience in health sector.</p> <p>Experience: The candidate should have complete at least 3 similar assignments/ large scale assessment surveys etc.</p> <hr/> <p>M&E Expert: 2 marks</p> <p>Qualification: Should have PG in IT & Business Intelligence with minimum 12 years of experience in health sector.</p> <p>Experience: The candidate should have complete at least 6 assignments on large scale data management, data assessments and</p>	10

		analytics, development of analytics dashboards etc.	
6	Proposed Approach & Methodology and Workplan + Technical Presentation	Max. 40 Points highlighting the key components of the proposal including but not limited to Approach, Methodology & Workplan Detailed Execution / Implementation plan, Team structure	40
TOTAL MARKS			100

4.1 The bidder to be eligible for technical qualification **MUST** satisfy the above-mentioned conditions /technical evaluation criteria. It is reiterated that any bid not fulfilling any of the essential requirements mentioned in this tender document would be classified as “Technically Not Qualified” and rejected. **Financial bids of such bidders will not be opened.** Important conditions/essential requirements for technical qualification are enumerated below. Any bidder not fulfilling any of these conditions/requirements would be classified as “technically disqualified”. However, DGHS reserves the right to relax any conditions.

4.2 The technical bids would be evaluated by a duly constituted Committee of DGHS, whose decision would be generally taken as final, unless the aggrieved party establishes any prima facie errors in the findings of the Committee. In such a situation, he may file a representation within 3 working days of receipt of decision from DGHS, duly listing the reasons/grounds. Such a representation would be considered at the level of DGHS, whose decision would be final and binding on all the bidders.

4.3 The Financial bid will be opened for only those bidders who are technically qualified as mentioned in Table enclosed in Clause No 4. **The Financial selection criteria is least cost quoted by the bidder i.e. L1.**

4.4 JV/Consortium is not allowed. The **bid** shall be submitted as a standalone bidder and **not** as a part of a **bidding consortium**

5. **Contract period**:- 4 Months.

6. **Form of Technical Bid and Documents to be uploaded along with Technical Bid**

6.1. Technical bid should be in the format given in **Annexure-I**, duly filled in all columns and duly signed by the bidder/his authorized signatory on each page and should be accompanied with the following documents:-

- i. Technical Bid in Annexure I.
- ii. This Tender/Offer document (all pages duly signed with seal) in token of acceptance of Terms & Conditions.
- iii. EMD amount of **Rs. 3,00,000/-**.
- iv. All the documents mentioned in the Clause No 4.
- v. Audited annual statement for the F.Y. 2020-21, 2021-22 & 2022-23.
- vi. Copy of Income Tax Return for the F.Y. 2020-21, 2021-22 & 2022-23.
- vii. Copy of annual GST return for the F.Y 2020-21, 2021-22 & 2022-23.
- viii. List of 5 Major clients.
- ix. Affidavit as per annexure that the firms have not been blacklisted in the last 3 years.

- x. Certified copy of PAN.
- xi. Certified copy of GST.

7. Firmness of rates during the Contract Period:

The rates quoted in the tender/accepted rates as per the Agreement to be signed with the successful bidders would remain firm and final during the contract period of 4 months and no enhancement would be allowed on account of any reason, whatsoever, except under the circumstances, described below, under Para 8.

8. Circumstances in which accepted rates can be enhanced:-

- 8.1. During the project implementation i.e., 4 months of the contract period, no enhancement would be allowed on account of any reason,
- 8.2. However, in the case of increase in no. of facility or some additional deliverable to be completed, the contract period and cost may be extended within the permissible limit.

9. INSTRUCTIONS FOR ONLINE BID SUBMISSION:-

- 9.1. The bidders are required to submit soft copies of their bids electronically on the NIC Portal, using valid Digital Signature Certificates (DSC). The instructions given below are meant to assist the bidders in registering on the NIC Portal, prepare their bids in accordance with the requirements and submitting their bids online on the NIC Portal.
- 9.2. More information useful for submitting online bids on the NIC Portal may be obtained at <http://etenders.hry.nic.in>

10. REGISTRATION:-

- 10.1. Bidders are required to enroll on the e-Procurement module of the NIC Portal.
- 10.2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 10.3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the NIC Portal.
- 10.4. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 10.5. Bidder(s) then can log in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

11. Preparation of Bids:-

- 11.1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 11.2. Bidder should go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 11.3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / ZIP / RAR / JPG / PNG formats. Bid documents may be scanned with 200- 300 dpi which helps

in reducing size of the scanned document.

12. Submission of Bids:-

- 12.1. Bidder should log into the NIC site well in advance for bid submission so that they can upload the bid on time i.e. on or before the bid submission date/time. Bidder will be responsible for any delay due to other issues.
- 12.2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 12.3. Bidders should submit the earnest money fee as per the instructions specified in the tender document. The scanned copy of the NEFT/RTGS details of fee should be submitted. Otherwise the uploaded bid will be rejected.
- 12.4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 12.5. The uploaded bid documents become readable only after the bid opening by the authorized bid openers.

13. Assistance to bidders:-

- 13.1. Any enquiries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender advertisement.

14. Additional Terms and Conditions: -

- 14.1. The successful bidders shall be required to sign an agreement with the designated authority of DGHS in accordance with the provisions of the law applicable, and in accordance with the terms and conditions of this tender document.
- 14.2. Prices/Rates quoted in the Financial Bid (Annexure-II) for selection of Agency/ Firm for conducting the facility assessment survey for DCH/CH/SDCH/CHC/PHC as per IPHS in Haryana. The rates quoted should be exclusive of GST / Service Tax. The GST will be paid additionally at then applicable rates only after receiving the photocopy of GST Registration certificate. No GST will be paid if the firm/contractor fails to provide proof of valid GST Registration. Copy of PAN is also required to be submitted by the bidder firm/contractor.
- 14.3. Tenders should be filed only in the prescribed format(s) given online i.e., **Annexure-I for Technical Bid and Annexure-II for the Financial Bid**. Offers not received in the prescribed format(s) and/or incomplete offers shall not be entertained and rejected summarily.
- 14.4. DGHS reserves the right to accept or reject any tender/all tenders in full or part thereof without any reasons.
- 14.5. Offers should not be quoted with any vague or indefinite expressions or bidder should not qualify their bids in any manner not specified in the tender and all such offers would be treated as vague offers and rejected accordingly.
- 14.6. If the date of opening the bid given in this tender document is declared a holiday by State/Central Government, the bid shall be opened on the next working day at the same time.
- 14.7. Bids received late in DGHS due to any reasons, whatsoever, shall not be accepted under any circumstances.

- 14.8. Technical bids will be opened on the date mentioned at Point no. 3 in page 2 online on the e procurement portal.
- 14.9. In the event of any dispute arising out of execution of the contract, the matter would be referred to Mission Director for adjudication. Judicial adjudication of the disputes, if any, arising out of contract/work order etc., will be subject to jurisdiction of Courts in Panchkula only.
- 14.10. If any successful bidder fails to fulfil his obligations under this tender, either by way of signing the agreement or after signing the agreement towards execution of the agreement and providing the requisite services in accordance with the terms and conditions of the agreement, DGHS may, after due notice to the successful bidder, and after giving him a chance of personal hearing, may "black-list" him. DGHS would also be free to circulate such black- listing orders to other Ministries/Departments of Government of Haryana.
- 14.11. The bids received without EMD would be rejected.
- 14.12. If the Initial Contract period or the extended contracted period has expired or is likely to expire and the company is not willing to continue further, company/ firm should intimate in writing his intention at least 2 months in advance. Company/ firm would be bound to continue with the arrangements in accordance with the terms and conditions of agreement during the next 2 months or till DGHS makes alternative arrangements for entering into fresh contract with other companies, whichever is earlier.
- 14.13. Similarly, if DGHS is not willing to continue the contract further, it will intimate to the bidder/company in writing at-least 1 month in advance.
- 14.14. If the bidder/company, during the agreement period, fails to provide the services in accordance with the terms and conditions of the agreement, in such a situation, **DGHS can also impose penalties on the company for its failure to fulfil its contractual obligations under the agreement, especially if such failure happens repeatedly.** The quantum of such penalty would be as decided by DGHS, Haryana keeping in view the facts and circumstances of each case and the extent of inconvenience and embarrassment caused to DGHS on account of failure of the company to fulfil his contractual obligations.
- 14.15. Of Course, quantum of such penalties will not be unreasonable or prohibitive. Habitual/repeated failure on the part of company to fulfil his contractual obligations under the contract can even lead to cancellation of the contract at the risk and responsibility of the company, including recovery of losses to DGHS on account of such cancellation and renewal of polices from other source. However, no such cancellation would be done without first issuing a show cause notice to the company in writing, duly listing the grounds on which cancellation is contemplated and giving him a minimum of 15 days' time to represent against such a show cause notice and also an opportunity of personal hearing.
- 14.16. Submission of any wrong information or incorrect/false declaration in this tender/Technical Bid/Financial Bid etc. will lead to rejection of the tender of such bidder(s).

15. Other Conditions:-

- 15.1. Breach of Contract:
- In case of breach of contract, no further payment shall be made and Performance Bank Guarantee shall be revoked.

- The decision of the DGHS shall be final and acceptable to the bidders.
 - However, in case of any dispute, if any, arising out of contract/work order etc., will be subject to jurisdiction of Courts in Panchkula only.
- 15.2. **For persistence breach or unsatisfactory services:** - Termination of contract along with forfeiture of performance securities & blacklisting.
- 15.3. **Currency of Payment:** Payment shall be made in Indian Rupees only.
- 15.4. **Notification of Award:** Prior to the expiration of the period of the bid validity, Director General Health Services, Haryana shall notify the Successful bidder in writing that its bid has been accepted. The notifications of award will constitute the formation of contract. Upon the Successful bidder's furnishing of Performance Bank Guarantee, Director General Health Services shall notify each unsuccessful bidder and will discharge their Earnest Money Deposit (EMD).
- 15.5. **Period of Validity:** The Bids shall remain valid for 180 days after the last date of bid submission prescribed by Director General Health Services, Haryana which may be extended by mutual consent.
- 15.6. **Termination for insolvency:** The Director General Health Services, Haryana may, by writer notice sent to the successful bidder, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination be for the Director General Health Services, Haryana, Convenience, the extent to which performance of work under the Contract and the date upon which such termination becomes effective.
- 15.7. The Successful bidder would be required to sign the Agreement in the prescribed format on Non-Judicial Stamp of Rs. 100 within seven days from the issue of award letter and furnish the Performance Bank Guarantee. The successful bidder shall pay the expenses of stamp duty for execution of agreement.
- 15.8. If a bidder imposes conditions, which is in addition to or in conflict with the conditions mentioned herein, his tender is liable to summary rejection.

16. Terms of Reference

1. Introduction

Director General Health Services emphasize to provide effective health care to the rural population, especially the disadvantaged groups including women and children, by improving access, enabling community ownership and demand for services, strengthening public health systems for efficient service delivery, enhancing equity and accountability, and promoting decentralization. Improving quality of services and enhancing capacities of the health facilities can act as a major driver for improvement in clinical care and services in Government Health Facilities Haryana. With this understanding, Director General Health Services, Haryana is inviting RFP applications from eligible agencies/ firms for coming up with a comprehensive plan for assessment of government health facilities on latest Indian Public Health Standards (IPHS) 2022.

Overall, the learnings from this assignment will lead to strengthening of service delivery for various government health facilities including District Civil Hospitals, Civil Hospitals, Sub Divisional Civil Hospitals, Community Health Centres and Primary Health Centres and achieving entry level certifications and accreditations of various National standards like Indian Public Health Standards (IPHS), National Quality Assurance Standards (NQAS) etc.

2. Objective of the Assignment

Director General Health Services (DGHS) Haryana aims to prepare the government health facilities for attaining accreditation/certification by identifying the requirements of parameters for standards like IPHS in all districts of Haryana. With this background, the overall objective the assignment is to conduct a comprehensive government health facility assessment to identify the gaps related human resources, infrastructure, stock management, processes, and service improvements.

The selected agency will engage a competent and experienced team with personnel of varied specialties and subject matter experts to carry out the proposed assignment.

The detailed objectives for the assignment are mentioned below:

- a. To conduct As-Is assessment of existing District Civil Hospitals, Civil Hospitals, Sub Divisional Civil Hospitals, Community Health Centres, Primary Health Centres and other similar government hospitals.
- b. To assess the availability of requisite infrastructure, service areas, services and procedures, current processes and stock management (medicines and equipment) as per Indian Public Health Standards (IPHS 2022).
- c. To assess availability of requisite systems for service mix for different illnesses concerning different specialties.
- d. To assess the current status of various Human Resources for Health in the facilities including allied health professionals.
- e. To assess facility on disaster management and preparedness
- f. To assess availability of requisite systems for diagnostic services
- g. To assess the established cleaning protocols and general cleaning practices in the facility

3. Scope of Services

- a. **Secondary Research:** The selected agency should conduct a thorough secondary research to understand the health ecosystem in the state of Haryana. The data and methods should

involve review of National and International goals, quality standards, guidelines, and case studies. The documents should include IPHS standards, annual reports, evaluation reports, implementation documents, and other related documents.

- b. Development and Digitization of Tools:** Facility assessments will be conducted by primary data collection tool. These tools including checklists for different types of facilities will be developed by using parameters and standards from IPHS base proforma for DCH/CH/SDCH/CHC/PHC and other hospitals. For different types of facilities tools will be developed with changed parameter as per the bed strength and type of facility. The selected agency will develop these tools in consensus with DGHS Haryana and final approving authority will be DGHS only.

The tools, once finalized, will be digitized for data collection using appropriate data collection software. The agency should be competent enough to digitize tools and upload them on appropriate software.

- c. Training of Field Team:** The training of field team (Data Collectors) is an important activity that needs utmost attention of agency throughout the life span of the project. Agency will develop comprehensive training material explaining all the concepts and project methodology. A training of 3 days including field practice is suggested but agency can propose a longer duration of training, if required. Training should cover the tools in detail and should also conduct mock sessions/ practice sessions before field practice. Data collectors and supervisors will be specifically trained on the basics of the project, public health system of the state, IPHS standards, data collection tools, implementation plan, assessment protocol and behavioral aspects.

The Core Team and Supervisors are expected to be familiar with these concepts and methodology and follow the same in the data collection work. The training of data collectors will take place a week before the data collection is to begin in any facility/ district.

d. Data Collection:

- The data collection this assessment will be carried out to obtain data from different government healthcare facilities including District Civil Hospitals, Civil Hospitals, Sub Divisional Civil Hospitals, Community Health Centres, Primary Health Centres and other similar government hospitals across all districts of Haryana.
- The field team of selected agency will physically approach to each identified government health facility and collect data on various parameters using standard approved questionnaires.
- The agency will ensure that all the health facilities to be covered in the assessment shall also be geo-referenced using GPS coordinates.
- The data collection will be done using latest version of (Android/iOS) tablets with high quality camera for pictures during facility assessments. All data collectors will be provided with individual tablet as per the aforementioned specifications.
- The agency requires working in close coordination with the health facility administration.
- There will be separate questionnaire for different levels of health facilities to systematically assess the different facilities. Questions to be asked at various level of facilities will be a sub-set of approved tools. The questions need to be translated in local language, if required.

- The activity will be conducted in all the 22 districts of Haryana. Data collectors are expected to cover each facility mentioned in the table below without omission and duplication:

S.No.	Type of Facilities	Numbers
1	District Civil Hospitals / Civil Hospitals (100-300 bedded)	26
2	Sub Divisional Civil Hospitals (50-200 bedded)	28
3	Civil Hospital/ other similar hospitals (50 or less than 50 bedded)	17
4	Community Health Centres	120
5	Primary Health Centres	407
TOTAL		598

- It is estimated that one data collector will have to spend on an average of 5-6 days in bigger facilities, 4-5 days in medium size facilities and 2-3 days in smaller facilities to complete the assessment of facility on all parameters and standards of IPHS (excluding the time spent for travelling to and from the facilities).
- The agency will engage minimum 5 supervisors to conduct quality assurance and monitor data collectors.

e. Quality Control Measures: The Selected agency would be required to ensure quality of data collected adhering to the following:

- The Field Team should ensure 100% coverage of all health facilities covering the contents of the tools by undertaking a thorough checking.
- Back Check: The Field Supervisors will supervise the data collection work and will carry out the independent inspections. A minimum of 10% of health facilities should be back checked after the completion of data collection work.
- Random Spot Checks: Field supervisor should conduct minimum 20% random spot checks in the facilities at the day of data collection. Additionally, core team members of the agency who are in-charge of execution will also do random checks in sample health facilities.
- Accompaniment visits with data collectors will be carried out by the supervisors. Supervisors should accompany data collectors in sample facilities to ensure quality at the ground.
- Data Validation and Scrutiny: Core team members should carry out a detailed scrutiny of all the 100% filled tools to check for inter and intra consistency of data and also to rule out any other kind of mistakes as per the Quality Control plan.
- Regular inspections by DGHS officials will be carried out to secure the overall quality of data. The inspections may be in the form of concurrent or post-data collection inspection. If any irregularities are found as a result of these inspections, the agency needs to rectify the same.

f. Data Management

Data from the facility assessment should be collected electronically using appropriate software and applications. A dedicated M&E expert will be deployed by the agency to regularly monitor the data collection, ensure validity and correctness of data, reduce duplications and redundancies in data and clean the collected data.

g. Data Analysis: The Selected agency would be required to engage M&E expert with competent data analytical skills. Agency should perform following:

- At the beginning of data collection, agency will develop a detailed data analysis plan.
- Data analysis will be done in consultation with DGHS staff and appropriate statistical and analytical tools will be used.
- Agency will develop an excel based project progress dashboard indicating live performance of project progress.
- Agency should develop advanced data analytics and data representation using tools like PowerBi.

h. Reporting:

Agency will develop the following as final products after complete data analysis:

- Full version of draft report and power point presentation covering all districts and facilities.
- Facility wise factsheets for different types of facilities.
- The final version of the report and power point presentation will be submitted within a week of providing feedback from DGHS staff. The agency is expected to conduct additional analysis if required during final report preparation.

i. Team Structure: The agency should propose a team as per the details mentioned below:

S.No	Team member	No.	Education Qualification	Experience
1	Team Leader	1	PG in Hospital/Health Management	Minimum 12 years of experience in health sector
2	Project Coordinator	1	PG in Hospital/Health Management	Minimum 10 years of experience in health sector
3	Monitoring and Evaluation Expert	1	PG in IT & Business Intelligence	Minimum 12 years of experience in health sector
4	Infrastructure Expert	1	PG in Construction Management/ Civil	Minimum 12 years of experience in health sector
5	Supply Chain Management Expert	1	PG in Pharmaceutical Management/ Supply Chain	Minimum 12 years of experience in health sector
6	Equipment Expert	1	PG in Hospital/Health Management/ Biomedical Instrumentation	Minimum 12 years of experience in health sector

- Agency will be submitting full resume of team members highlighting their education, related experience, and relevancy to the assignment. The team members proposed by the agency should be available during the entire project duration.

j. Deliverables and Payment Milestones

Sl. No	Name of the Deliverables	Payment %	Timeline
1.	Inception Report	10%	T0+ 15days
2.	Initiation of the Facility Assessment	25%	T0 + 1month
3.	Completion of 50% of Facility Assessment	30%	T0 + 2 months
4.	Completion of 100% Facility Assessment	25%	T0 + 3 months
5.	Submission and Approval of Final Report	10%	T0 + 4 months

ANNEXURE "I"

Subject: Selection of Agency/ Firm for conducting the facility assessment survey for DCH/CH/SDCH/CHC/PHC as per IPHS in Haryana

TECHNICAL BID

Sr.No.	Particulars	Details (Please tick / fill up with relevant answers, wherever required)
1	Name of the person / party submitting the bid (hereinafter referred to as the bidder or company)	
2	Are you submitting bid on your own behalf or as power of Attorney/ Authorized signatory of somebody else (specify)	
3	Contact detail of the bidder.	
4	Complete postal address (with Pin code)	
5	Telephone no. with STD code, including Mobile Number.	
6	Fax Nos. with STD code and e-mail address (if any)	
7	If the bidder is Power of Attorney Authorized signatory of somebody else, Contact details of the principal on whose Behalf bid is submitted.	
7.1	Name	
7.2	Complete postal address (with Pin code)	
7.3	Telephone no.s with STD code, including Mobile Number.	
7.4	Fax Nos. with STD code and e-mail address (if any)	
8	PAN No.	Upload scanned copy of PAN no.
9	Goods & Service Tax Registration No.	Upload scanned copy GST No.
10	Average Annual turnover for the FY. 2020-23.	Upload copies of audited Balance sheet, Profit & Loss A/c & Chartered Accountant certificate certifying The average annual turnover of the firm should be Rs. 50.00 Crore or more for last 3 preceding years i.e. 2020-23 duly certified by the Chartered

		Accountant with UDIN number.
11	All the documents mentioned in the Table enclosed in Clause No. 4	Upload Copy of all the certificates

I/We hereby declare that the above statements are true. I/We also declare that the decision of DGHS, Haryana, regarding Selection of Agency/ Firm for conducting the facility assessment survey for DCH/CH/SDCH/CHC/PHC as per IPHS in Haryana shall be final and binding on me/us.

Dated

Official Seal

Signature of the Bidder/Constituted Attorney

Check list

Sr.No.	Particulars	Details (Please tick / fill up with relevant answers, wherever required)
1	The payment of Earnest Money fee refundable of Rs.3,00,000/- (Rupees Three Lakh only) can be deposited through electronic payment gateway of NIC portal (http://etenders.hry.nic.in) only. The bidder will submit the fee online through net banking (RTGS / NEFT) on or before the last date & time of tender fee submission in the account of DGHS, Haryana payable at Panchkula.	Yes/ No
2	All the documents mentioned in Table enclosed in Clause No 4	Yes/ No
3	Have you been blacklisted by any of your existing/ past organization, in the last 3 years or after the inception of business or services whichever later for defecting/ deficient services or as per Annexure III.	Yes/ No
4	Do you fulfil all other essential conditions/ requirements mentioned in the tender documents	Yes/ No
5	Copy of Pan Card	Yes/ No
6	Attested copy of PAN number along with ITR of last 3 preceding years 2020-21, 2021-22 & 2022-23.	Yes/ No
7	Copy of Goods and service Tax registration no.	Yes/ No
8	Whether bid/ offered document (all pages) have been duly signed with seal in token of acceptance of terms & Conditions	Yes/ No

Date

Signature of the Bidder

Place:

Official Seal

Any other additional details/information you may like to submit.

Yours sincerely,

Dated:-

**Signature of the bidder/ owner/
authorized signatory complete with
Name, Address, Contact No.**

**(s) Including Mobile No(s). (Also
indicate the capacity in which signing,
whether on his own behalf or as
Power of Attorney**

/Authorized Signatory of the owner.)

Date

Signature of the Bidder

Place:

Official Seal

FINANCIAL BID

Templates for preparation of the financial proposal:

A. Budget :

S.No	Particulars	Amount (INR)
A	Budget for executing project activities	
B	GST	
C	Grand Total (A+B)	

Please Note:

1. The agency should submit a lump sum cost including professional fees, OPE cost and all other miscellaneous expenses.
2. The above -mentioned quote should be including GST.
3. The Financial bid will be opened for only those bidders who are technically qualified as mentioned in Table in Clause No 4. The Financial selection criteria is least cost quoted by the bidder i.e. L1.

DECLARATION: -

I/We hereby declare that all the particulars mentioned above are true and correct and nothing has been concealed therein. I/We have gone through all the terms and conditions of entering into contract and agree to abide by all the terms and conditions including amendments made, if any, during contract period.

Date

Signature of the Bidder

Place:

Official Seal

ANNEXURE-III

PRO-FORMA OF AFFIDAVIT REGARDING BIDDER NOT BLACKLISTED/DEBARRED

I _____ S/O,W/O _____
_____ (Designation of Deponent) of _____
_____ (name and complete address of the bidder firm)
is authorized signatory of the firm _____ (Name of the bidder firm), do
hereby solemnly affirm and declare as under:-

That the firm _____ (Name of the firm) or its
Directors/Partners/Owners have not been blacklisted or debarred by any Govt. undertaking.

DEPONENT

VERIFICATION

Verified that the contents of the above affidavit are true to my knowledge and belief and nothing
has been concealed therein.

DEPONENT

Date:

Signature of the Bidder Place:

Official Seal:

