

Government of Chhattisgarh
Directorate of Health Services
Old Nurses Hostel, Near D.K.S Bhawan,
Mantralaya Parisar
Raipur-492001

Request for Proposal

for

organizing delivery of primary health care services

through

mobile medical units (MMUs)

1 Background

Access to health care and equitable distribution of health services are the fundamental requirements for achieving Millennium Development Goals and the goals set under the National Rural Health Mission (NRHM) launched by the Government of India in April, 2005. The State has taken a number of initiatives to improve access to basic health care services to all with a focus on remote areas in the State. However, access to services in many parts of the tribal districts continues to be a cause of concern. To address this concern, the State has decided to engage agencies having expertise and experience of organizing delivery of primary health care services through mobile medical units. The overall purpose of this initiative is, therefore, to reach the left out and hard to reach area in the remote parts of the following 10 LWE (left wing extremism affected) districts of the State. The key statistics relating to these districts is given below.

District	Number of Blocks	Number of CHCs	Number of PHCs	Number of Sub-health Centres	Number of Gram Panchayats
Bastar	12	10	56	316	405
Bijapur	4	3	12	90	101
Dantewada	7	6	24	150	172
Narayanpur	2	1	7	56	44
Kanker	7	8	28	204	382
Surguja	19	19	78	587	1090
Koriya	5	5	27	155	251
Jashpur	8	8	32	257	380
Rajnandgoan	9	9	43	306	608
Kawardha	4	5	23	144	371
Total – 10 districts	77	74	330	2265	3804

2 Scope of work

The Agency / Consortium will be required to organize a fleet of 30 mobile medical units to be deployed in the 10 project districts for the delivery of primary health care services as per the details provided in subsequent paragraphs.

2.1 Minimum services to be delivered

Each Mobile Medical Unit (MMU) will hold village level health camps for at least 20 days in a month according to a pre-agreed roster that will be jointly drawn by the agency selected and the concerned district nodal officer nominated by the CMHO of the district in this regard.

During the camp, the following minimum services are to be delivered:

Curative services

- Treatment of minor ailments, including skin diseases, minor surgical procedures / dressing and suturing
- First aid and referral for animal / snake bite cases,
- Identification and referral of complicated cases requiring facility based management
- Early detection of TB, Malaria, Leprosy, etc. and other locally endemic communicable diseases and non communicable diseases such as hypertension, diabetes, cataract cases, mental illness, tobacco related illnesses and injuries etc.

Reproductive & Child Health Services

- Ante-natal services e.g. injection tetanus toxoid, iron and folic acid tablets, basic laboratory tests such as hemoglobin, urine for sugar and albumin and referral for other tests as may be required;
- Identification and referral of complicated pregnancies (including conducting deliveries in exceptional cases);
- Post natal check up of women and children;
- Identification of unimmunized children and their vaccination for left / missed doses and /or administration of Vitamin-A dose;
- Screening of children for identification of malnutrition and their counseling and referral (where needed); and
- Treatment of common childhood illness such as diarrhea, ARI/Pneumonia, complication of Measles etc.

Family Planning Services

- Counseling for spacing and permanent method
- Distribution of condoms, oral contraceptives and emergency contraceptives
- IUD insertion

Diagnostic services

- All tests which can be done with the semi-auto analyzer such as hemoglobin, total and differential blood count (TLC /DLC), liver function test, blood sugar, VDRL etc.
- Urine examination for sugar albumin
- Smear for malaria and vaginal smear for trichomonas
- Sickle-cell test (at least solubility test)

Promotion of menstrual hygiene among adolescent girls

Promotion of use of bed nets

Distribution of IEC Material on health including personal hygiene, proper nutrition, hazards of tobacco, diseases, PNDT Act, RT/STI, HIV/AIDS etc.

Note : The IEC material will be provided by the State / district

2.2 Manpower

To deliver the above services, each MMU will need to be provided with the following qualified / trained manpower:

- Doctor - 1
- Auxiliary Nurse cum Midwife (ANM) -1
- Laboratory Technician – 1
- Pharmacist cum data entry operator - 1
- Driver -1

2.3 Equipment and supportive supplies

Every MMU is required to be provided with the following minimum, on board, equipment during every camp:

- Weighing machine – adult and child
- Blood pressure measuring apparatus
- Surgical instruments for minor surgeries – 3 sets
- Disinfectant and provision for on-site boiling
- Delivery kits – 3 sets
- Microscope
- Semi-auto analyzer
- Supportive supplies such as re-agents for diagnostic tests, lancet and slides for microscope, pregnancy detection kit, rapid diagnostic kit for malaria detection, test tubes and other necessary lab supplies.

2.4 Vehicle type

The mobile medical unit will have to be fabricated on 4 wheel driven Tata 407 LPT / 709 or equivalent chassis. The fabrication design for the cabin should provide space for the following:

- OPD station for the doctor,
- ANM station (ANC /PNC counter),
- examination bed with adequate provision for maintaining privacy and having sufficient space around it so that it can also be used for conducting deliveries (in exceptional cases only),
- a semi-auto analyzer and a microscope, both mounted / fixed in a manner that they are well protected from possible shocks / bumps during travel,
- a registration – cum – medicine dispensing window / counter fitted with lap-top and printer,
- space for storing medicines, cold box (vaccines) and folding tables / chairs,
- collapsible / foldable awnings mounted on top of the cabin opening on both sides of the vehicle to provide protection against direct sun-light (in summers) / rain to the customers / users of the services.

All equipment on board have to be functional during the camp irrespective of whether or not electricity / access to electricity is available

2.5 Other terms and conditions

2.5.1 Essential

- Each Mobile Medical Unit (MMU) will hold village level health camps for at least 20 days in a month. To the extent feasible, the camps will be organized on weekly 'haat /bazaar' sites in the rural areas (delivery points).
- The duration of camp(s) in a day will be at least for 7 hours (excluding travel time). The number of camps in a day may be one or two depending on the estimated number of patients expected to be attended to.
- At least 50 patients are expected to be treated by a MMU every day; the agency will be required to design and implement measures to provide advance information to the public / potential clients to ensure maximum utilization.
- The MMUs will be fabricated on new vehicles; used vehicles (with or without a fabricated cabin) will not be acceptable.
- The vehicles will be assigned to the districts and will not be shifted from one district to another without the written permission from the State Government. The vehicles allotted to a district may operate from any central location in that district. The tentative distribution of the vehicles, to be finalized after selection of the agency, is as follows:

District	Number of blocks	Number of MMUs
Bastar	12	6
Bijapur	4	2
Dantewada	7	3
Narayanpur	2	2
Kanker	7	2
Surguja	19	6
Koriya	5	2
Jashpur	8	2
Rajnandgaon	9	3
Kawardha	4	2
Total	77	30

- The Agency will have to get the vehicles fitted with GPS based location tracking system to enable real time tracking.
- The Agency will be required to set up a State office at Raipur and a district office in each of the 10 project districts. The objectives of these requirements are many fold; aligning the MMU operations with the rest of service delivery systems, including capturing performance data as per State HMIS, ensuring supplies to MMUs and joint route planning and real time monitoring of the movement of MMUs etc. are some of the requirements making it necessary for the Agency to set up State and district offices.
- The Agency will have to establish a centralized toll free call centre at the State office.
- The Agency will have to develop a system for daily on-line reporting of the work done; the State HMIS agency will provide the framework for establishing this system.
- Providing insurance cover to the vehicles and MMU staff etc. will be the responsibility of the Agency.

2.5.2 Desirable

- The Agency may enter into partnership arrangement with the local NGOs in organizing the MMU services. However, the contractual obligation for ensuring delivery of services as per the agreement (between the State and the Agency) shall remain with the Agency.

3 Commitments of the State Government

The State Government will appoint a State Nodal Officer and a District Nodal Officer in every project districts to facilitate the smooth functioning of the project. Among others, this would include:

- Provide office space for setting up District offices [the Agency will have to make its own arrangements for setting up its State office],
- Providing orientation training of the project staff in national health programmes, state health system and its major initiatives,
- Organizing a pre-launch orientation training for the district Chief Medical & Health Officers and other district programme managers of the project districts,
- Ensuring participation of Block Medical Officers and others in route planning and related logistics back up arrangements as may be agreed,
- Arranging supply of medicines, vaccines (in a cold box), family planning supplies, laboratory re-agents and IEC material etc. It is anticipated that 3 months' requirement of medicines and consumables will be provided through the respective CMHO office.
- Facilitate tie-up with local field level service providers for sourcing medical / para-medical /non-medical staff for the MMUs and / or partnership between the Agency and the NGO for managing one or more of the MMUs.

4 Eligibility Criteria for applicants

The applicant can be a 'for-profit' or 'not-for-profit' legal entity or a consortium thereof fulfilling the following criteria:

- Having a minimum of 2 years' experience of operating Mobile Medical Units for and on behalf of State / district health authorities / Public Sector undertakings, in any part of the country,
- Should be operating at least 10 MMUs at the time of application, for State / district health authorities / Public Sector undertakings, in any part of the country,
- Having a minimum turn over of Rs 50 lakhs in the last three financial years- 2008-09 to 2010-11, and
- Willing to make investment to procure and fabricate the MMUs as per the functional requirement described above.

Note-1: In case of a consortium, the above eligibility criteria will be examined in respect of the lead partner of the consortium.

Note-2: The past experience of managing MMU operations as well as the number and spread of MMUs being managed at the time of application will be assigned marks during technical evaluation stage. Therefore, the applicants are advised to provide full details of the MMUs managed in the past as well as those being currently managed. This must include letter(s) of certificate from the client(s) for the projects.

5 Time frame

The State will sign an agreement with the successful bidder for operating the MMU fleet for a period of 5 years. However, the Agreement will be renewable on an annual basis subject to satisfactory performance of the services required to be delivered.

The first MMU must be rolled out within 60 days of execution of the Agreement and all MMUs must be rolled out within 120 days of execution of the Agreement.

6 Payment terms

Annual Escalation:: The base rate (say, X) determined through bidding will be allowed to increase at the following rates:

- Year-2: $X * 1.10$, rounded to nearest multiple of 10 paise
- Year-3: $X * 1.20$, rounded to nearest multiple of 10 paise
- Year-4: $X * 1.30$, rounded to nearest multiple of 10 paise
- Year-5: $X * 1.40$, rounded to nearest multiple of 10 paise

Mobilization advance: After selection, the agency shall be given an advance equivalent to quoted monthly rate multiplied by the number of vehicle proposed to be rolled out in the first 60 days multiplied by 3. This advance will be given against a bank guarantee of equal amount and upon submission of evidence that orders for vehicle and equipment have been placed by the agency. The advance will be deducted in 3 equal installments from the amount payable against the bills raised after service delivery has started.

Payment mechanism: The payment for services shall be made on quarterly basis against bills submitted specifying the details of services rendered as per the format to be agreed within 30 days of signing of the Agreement. Eighty five percent (85%) of the bills shall be paid automatically provided that one third of the advance amount shall be deducted from the first three such bills. Payment of the balance 15% of the amount shall be paid on the basis of such verification of works as may be specified in the Agreement.

All payments will be made through electronic transfer system.

Performance Guarantee: The successful bidder will have to provide a separate bank guarantee equivalent to amount that would be payable to the bidder for operating all 30 vehicles for one quarter. In other words, the bank guarantee amount will be 'quoted monthly rate' multiplied by 90. The bank guarantee will be released one quarter before the end of the contract period.

7 Technical proposal

The technical proposal should indicate the following:

- profile of the agency with details of (a) completed MMU projects and (b) ongoing MMU operations,
- the curriculum vitae of the key personnel proposed to be assigned for the project and

- a write up on the manner in which the agency proposes to carry out the assignment; in particular, this has to provide a detailed description of the following:
 - proposed lay out of the vehicle (schematic diagram)
 - proposed methodology for organizing the MMU services
 - proposed roles and responsibilities of the State / district project teams

8 Financial proposal

It is estimated that every MMU vehicle will travel for at least 2000 km in a month to deliver services at least for 20 days in a month. In case the actual distance travelled by an MMU is more than this, additional payment @ Rs 7.50 per km will be allowed, provided that the concerned MMU has done the camps for at least 20 days in a month.

Note-1: The calculation of additional amount payable, if any, shall be made on an overall basis every quarter.

Note-2: All payments will be made to the State office of the Agency.

Note-3: The Agency will have to make investment on its own, to procure the vehicles and get them fabricated as per the requirement. The State Government will NOT make any payment towards procurement and /or fabrication. The Agency should, therefore, factor these costs while preparing the financial proposals assuming an operational period of 5 years.

9 Procedure for submitting the proposals

The proposals are required to be submitted in three separate envelopes as follows:

- Part-A: Proof of eligibility: This will contain the documents in support of eligibility criteria mentioned above. This envelope shall be marked as “Part-A: Proof of Eligibility”.

Note: Where the applicant is a consortium, copy of agreement indicating roles and responsibilities of the partners in managing the assignment must be included in this part.

- Part-B: Technical proposal: This will contain (a) a write up detailing the profile of the agency with details of ongoing and completed projects of similar nature with cost, contact details of the clients for the assignments undertaken, (a) the curriculum vitae of the key personnel proposed to be assigned for the project and (b) a write up on the manner in which the agency proposes to carry out the assignment. This envelope shall be marked as “Part-B: Technical Proposal”.

Note: Certificates issued by the clients in support of ongoing and completed projects is mandatory. The template for obtaining the certificate is given at attachment titled ‘Form-C’.

- Part-C : Financial proposal as per attached format (Form-F): This will contain the assignment fee proposed to be charged for carrying out the assignment.

Note-1: The envelope containing the Financial Proposal must be clearly marked “Financial Proposal” with a warning “**Do Not Open With The Technical Proposal.**”

Note-2: No tax exemption of any kind shall be provided by the State Government. The Applicant has to factor this component while preparing the financial proposal.

The three envelopes are to be placed in an outer envelope marked “**Proposal -Selection of Agency for operating Mobile Medical Units**”. The State Government, or the agency appointed by it to manage the bidding process on its behalf, shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be the case for rejection of a proposal. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal as non-responsive.

10 Templates to be used for submitting proposals

Proposals, prepared and packed in separate envelopes as described above, should be accompanied by a letter of transmittal as per the format given at attached Form T.

Letter of certificate in support of past experience and number of MMUs in operation on the date of submission of tenders should be as per the format given at attached Form C. The letter must be on official stationery of the client(s) giving contact details of the person signing the letter of certificate.

The Financial proposal is to be prepared in the format given at attached Form-F and must be signed by the same person(s) who have signed the letter of transmittal.

11 Evaluation Procedure

The proposals shall be evaluated by a team of SHRC headed by its Executive Director in the following manner:

- Stage-1: Part-A of all proposals shall be examined to confirm if all eligibility criteria are met. The applicants who fail to meet one or more of the stipulated eligibility criteria shall be declared as ‘non-responsive’ and their technical and financial proposals shall not be opened.
- Stage-2: Part-B of all applicants who have crossed Stage-1 successfully shall be opened next and evaluated on the parameters as indicated below:

Parameter	Marks	Maximum marks
Experience of the Agency / consortium in implementing similar projects		20
Experience of 2 years or more but less than 3 years	10	
Experience of 3 years or more but less than 4 years	15	
Experience of 4 years or more	20	
Number of MMUs being operated at the time of application		20
11-15 MMUs	10	
16-20 MMUs	15	
21 or more MMUs	20	

Parameter	Marks	Maximum marks
Geographical spread of the MMUs being operated at the time of application		15
One client / State	0	
2 clients / States	10	
3 or more clients / States	15	
Content of services provided through the MMUs being currently operated		20
Services are being provided without a doctor in the team	0	
Services are being provided with a doctor but without semi-auto-analyser on board	10	
Services are being provided with a doctor AND with a semi-auto-analyser on board	20	
Quality of the technical proposal as assessed by the Evaluation team		25

Technical proposals scoring less than 50 marks OR bids not accompanied by bid fee / bid security shall be declared as 'non-responsive' and their financial proposals shall not be opened.

The final scores for an applicant would be weighted average of technical and financial bids, where the technical and financial proposals will be assigned a weight of 70 and 30 percent respectively. The scoring system of this 'Quality-Cum-Cost-Based' to be used for obtaining final scores is illustrated below.

Technical proposal		Financial proposal		Combined score		
Score	Weighted score =(score/max score)*100	Bid amount	Weighted score =(minimum amount / amount) *100	Technical	Financial	Total
(1)	(2)	(3)	(4)	(5)=(2) * 0.70	(6)=(4) * 0.30	(7)= (5) + (6)
50	62.50	4.00	100	43.75	30	73.75
60	75	5.00	80	52	24	76
70	87	6.00	67	61	20	81
80	100	7.00	57	70	17	87

12 Other terms and conditions

Last Date : The deadline for submission of the bids is re-fixed as 1700 hours, 30th December, 2011.

Single Proposal: A firm / legal entity should submit only one proposal. If a firm / legal entity submits or participates in more than one proposal, all such proposals shall be disqualified.

Financial proposals should be valid for 6 months from the date of submission of the proposal.

A **Bid Security** of Rs. 1,00,000 (Rupees one lakh only) in the form of Demand Draft from any commercial bank in favour of "State Health Resource Centre, Chhattisgarh" should accompany the Proposal. Bid Securities of unsuccessful bidders will be returned to them within 30 days of the award of contract. No interest is payable on the bid security amount.

In addition to Bid Security, a **bid fee** of Rs 10,000 (Rupees Ten Thousand only) in the form of Demand Draft from any commercial bank in favour of "State Health Resource Centre, Chhattisgarh" should also accompany the Proposal. Bid fee is not refundable.

Each page, Form, Annexure and Appendices of the Technical and Financial Proposal must be signed by the Authorised signatory of the firm /legal entity. All blank spaces in the financial proposal must be filled in completely where indicated, either typed or written in ink.

State Government / SHRC reserves the right to accept or reject one or all applications without giving any explanation OR re-evaluating some or all proposals, should any evaluated bid may be found to be non-responsive at a later stage.

Form T

Letter of Transmittal

To,
Executive Director,
State Health Resource Centre,
1st Floor, Health Training Centre Building,
Kalibari, RAIPUR – 492 001

Sir,

We, the undersigned, offer to provide the Mobile Medical Unit services in accordance with your Request for Proposal dated We are hereby submitting our Proposal, which includes Proof of Eligibility, Technical Proposal and Financial Proposal sealed under separate covers and all three envelopes placed together in an outer envelope all properly marked as required.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification as well as forfeiture of the bid security amount.

The prices quoted by us in the Financial Proposal (Form F) are valid till six months from the date of submission of the quotation. We confirm that this proposal will remain binding upon us and may be accepted by you at any time before the expiry date.

Prices have been arrived independently without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any competitor.

We agree to bear all costs incurred by us in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.

We understand that the State Government is not bound to accept the lowest financial bid or any proposal or to give any reason for award, or for the rejection of any proposal.

We confirm that we have the authority of [*Insert Name of the Agency/Firm*] to submit the proposal and to negotiate on its behalf.

Yours faithfully,

[Signature of authorised person(s)]

Form C

Letter of Certificate

To whomsoever it may concern

Part-A: Past experience

This is to certify that (*name of bidder*) have operated (*number of MMUs*) mobile medical units for us / in this State. The MMU services were launched in (*month and year*) and were continued till (*month and year*).

Part-B: MMUs currently operated

This is to (also)** certify that (*name of bidder*) are currently operating (*number of MMUs*) mobile medical units for us / in this State. The MMU services were launched in (*month and year*) and are likely to be continued until (*month and year*).

The MMUs being currently operated with a doctor AND a semi-auto analyzer on board.***

Signed.....

(Name of authorized signatory)

Telephone number:.....

Mobile Number:.....

Notes:

- To be issued on official stationery of the organization issuing the certificate.
- Retain Part-A or Part-B or both as applicable.
- **: Delete this word in case both parts are not applicable.
- ***: This line may be added only if both the doctor AND semi auto analyzer are on board the MMU.

Form F

FORMAT FOR FINANCIAL BID

Item or Activity	Total Amount (in Rupees)
Remuneration / fee per MMU, per month (Exclusive of Service Tax and cess on Service tax)	Both in Numeric and in Words. Rs. _____/- (Rupees _____).

Signature :

[These must be the signed by the same person(s) who have signed the letter of transmittal].