**Request for Proposal (RFP)**

**Improved Family Planning and Reproductive Health Services in India**

***(RH Framework Project)***

**Voucher Validation of Motivator Fee for Fixed Day and Routine Family Planning Services at the Ujjwal Clinics in Bihar**

**RFP Issue Date: 03/09/2014**

**Last Date of Submission of Proposal: 9/10/2014**

**Voucher Validation of the Motivator Fee for Fixed Day and Routine Family Planning services in Ujjwal Clinics & Doctors’ payment including other overheads.**

1. **Introduction**

Department for International Development (DFID) as part of its ‘Improved Family Planning (FP) and Reproductive Health (RH) Services in India – project’, is planning to catalyse the private sector to scale-up choice of good quality, affordable FP and RH services for poor women and men in Bihar and Odisha. The project aims to reduce maternal deaths from unwanted pregnancies and fertility rates by increasing use of modern FP methods, improve birth spacing practices, and prevent unsafe abortion – by tapping innovative public private partnership (PPP) models. Social marketing and social franchising outlets would be strengthened to expand the number of supply points to reach underserved/ un-served areas with marginalised and poor population. Other innovative demand side financing mechanisms such as voucher scheme, conditional cash transfer scheme, etc., will be used for reducing barriers to uptake of FP services, especially among the poor, young and low parity women - to prevent unwanted pregnancies and unsafe abortions and motivate men to adopt FP methods. Efforts will be to engage with young couple for uptake of modern methods of contraception. Focus of the intervention will be to expand the use of long-term reversible FP methods such as intrauterine devices (IUDs) and injectables, while offering the entire basket of FP services and products - so that families can choose FP services that suits their need. Awareness and demand generation for FP and safe abortion services will be integral to address attitudes regarding fertility, FP use and son preference.

The RH Framework project will be implemented in Bihar and Odisha states by Futures Group in partnership with Hindustan Latex Family Planning Promotion Trust (HLFPPT), Public Health Foundation of India (PHFI), Johns Hopkins University Center for Communication Programs (JHU-CCP) and Oxford Policy Management (OPM) Ltd. The project will be implemented by these partners during April 2013 to March 2015 period.

1. **Objective**

The project has established franchisee network clinics (Ujjwal Clinics) of about 220 in Bihar. To increase the demand of FP services, the project has enrolled around 15- 20 UjjwalSaathis/L3s allocated to each network clinic. The L3s are being paid motivator fee (includes their transportation cost) for mobilizing and referring family planning clients to the networked clinics. To increase the uptake of family planning services, the project through master franchisor HLFPPT also facilitates Fixed Day Services (FDS) in the franchisee network clinics, besides the routine services. On the FDS day family planning services are provided free of cost to BPL clients. The UjjwalSaathis linked to the clinics mobilize potential BPL FP users from the outreach areas and guide them to reach the Ujjwal clinics on the FDS day. HLFPPT provide motivator fee to the UjjwalSaathis (L3s) for mobilizing family planning clients for routine services and FDS in the network clinics.

This request for proposals (RFP) is called for undertaking:

1. Voucher validation of the motivator fee paid to the motivator (UjjwalSaathi or L3) for generating clients for the network clinics on FDS and routine days.
2. **Voucher Validation Agency (VVA)**

The selected agency works as VVA and will coordinate with HLFPPT nodal person to have the FDS schedule of each network clinic. Based on the FDS schedule and the expected number of FP clients for routine and FDS days, VVA will transfer an advance for payment of motivator fee to the HLFPPT authorized personnel on a weekly basis. The HLFPPT nodal/authorized person will provide the clinic wise weekly projection of method specific clientele so that the VVA can estimate and provide advance accordingly. The activity will be for five months as per the motivator fee (includes transportation cost of the motivator) of each service is given below:

|  |  |
| --- | --- |
| Services | Fee for Motivator fees (includes Transport fees as well) per case (INR) |
| IUD (FDS) | 100 |
| Sterilization (FDS) | 150 |
| Injectable (FDS) | 50 |
| IUD (Routine Services) | 150 |
| IUD (Routine Services) | 150 |
| Male Sterilization (Routine Services) | 200 |
| Female Sterilization (Routine Services) | 150 |
| Injectable (Routine Services) | 50 |

HLFPPT nodal person will share an advance utilization report on a weekly basis and request for further advance for the next week. The nodal person will submit the motivator voucher receipts on fortnightly basis to VVA. The VVA will accept the motivator voucher ensuring that the receipt includes:

1. Details of motivators; name, mobile number and signature for 100% of the motivators
2. Details of the clients referred as per the prescribed format
3. Contact number of at least 50% of the clients

Upon accepting the voucher, the agency will do the validation check of the motivator voucher by calling to the motivator and client for minimum 10% of client data generated during FDS and routine services in a month. The agency validates that the clients have visited the network clinic for the service or the motivator have received the payment by generating client for the specific service.

The agency will not lend next advance to HLFPPT until the agency receives vouchers within 10 calendar days of previous advance for settlement.

1. **Management Information System and Reporting:**

VVA will maintain 100% of motivator and client data in the detailed format approved by Project Ujjwal. The VVA can validate with the motivator if in case the client is not accessible on phone. However, the variance should not be more than 3% out of 10% in a month. In the event, the client mobile/phone number is not available in the motivator voucher receipt, HLFPPT will include complete address with copy of BPL card for FDS or copy of voters ID/ any other valid ID proof for the routine services. The VVA will confirm that 50% of client data (mobile number/complete address with copy of ID proof) and 100% of motivator data (name and mobile number) is available.

The VVA will submit the data report to HLFPPT on the fortnightly basis along with the motivator voucher receipts supporting and VVA invoice.

1. **The Proposal**

***Technical Proposal***

**Terms and conditions**

**(To be enclosed with technical bid)**

1. The bidder should have an annual minimum turnover of Rs.15 lac per annum as average of last three financial years.
2. The applying firm must have PAN (Permanent Account Number) and registered with the Service Tax and the documents for the same is to be attached.
3. Proof of certificate for turnover is required to be submitted with the technical bid (CA certificate or a copy of the Balance Sheet, Profit & Loss account of immediately last preceding two years).
4. Bidders should provide brief profile of their work experience for the last two years. Certificate/ documents evidencing past major work done year wise for the last 2 years should be enclosed.
5. A detailed profile of the organization, including information regarding:
6. Ongoing projects on family planning services in Bihar.
7. Capacity statement from the agency including present infrastructure and human resources strength, with short bios of people who will lead and manage this assignment.
8. A write-up on the manner in which the bidder proposes to carry out the assignment. In particular, the write-up must include a detailed description of the following:
9. Proposed organizational structure with roles and responsibilities.
10. Monitoring plan and detailed timeline for initiating the activity.
11. HLFPPT reserves the right to accept /reject/ select one or more agency and to annul the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected bidders.
12. The tender will be appraised by internal committee formed by HLFFPT management (Project Ujjwal Review Committee).
13. HLFPPT shall without prejudice to its other remedies under the contract, deduct from the Contract Price, as Liquidated Damages a sum equivalent to 2.5% of the price of agreed unperformed Services or for delay of each day until actual delivery or performance, up to a maximum deduction of 20% of the contract Price. Once the maximum is reached, HLFPPT may consider termination of the contractand can forfeit the security amount.
14. In case of delay on the part of HLFPPT in providing the field vouchers or approvals the time of delivery will be extended by equal number of days in conjunction with article 9.
15. HLFPPT also reserve the right to carryout inspection/visit of the product/activity at any point of time during the period of contract.
16. **Documents required to release the payment:**
    1. Bill / Invoice mentioning Permanent Account Number of Income Tax.
    2. Documentary proof of the deliverables.
    3. Other required details as required for the activities.
17. Selection of agencies would be done by the committee on the basis of Evaluation for Technical 70% marks & Financial 30% marks.
18. Agencies who will obtain 70% marks or more in Technical evaluation would be considered for opening of financial bids.
19. The RFP shall be evaluated strictly based on the substantive information/ credentials/ documentary evidences submitted by the agencies.
20. Final Selection of the agencies would be done on the basis of total marks obtained in the Technical & Financial Evaluation.
21. The agencies not qualified in the technical evaluation by the committee will not be entertained for financial bid.
22. HLFPPT reserves the right for extending or curtailing the activity at any point of time (if required) as per programme requirement.
23. Management Reserves the Right to award the work to more than one Agency as per requirement.
24. The agency needs to submit ‘Technical Bid’ & ‘Financial Bid’ separately in sealed envelopes by super scribing as ‘Technical Proposal for VVA Bihar Project Ujjwal’ and ‘Financial Proposal for VVA Bihar Project Ujjwal. Separate envelop needs to be submitted for more than one activities applied by the agency/s.
25. Agencies applying would be required to submit Rs. 20,000/- as a Security Deposit in the form of Demand Draft in favor of ‘**Hindustan Latex Family Planning Promotion Trust’** payable at NOIDA, for each activity along with the Technical Bid of that activity. Security Deposits of the unsuccessful bidder would be returned within 30 days and no interest will be paid on security deposit.
26. Agencies would not be allowed to further subcontract, partial/full of the work will be assigned to them.
27. The rate quoted will be inclusive of all Taxes/Levies/Postal/Courier charges, etc.
28. The rate quoted by the agency needs to valid for a period of one year from the date of financial bids.
29. HLFPPT reserves the right to award the work order to the second highest scoring agency in the event the first highest scoring agency backs out after final discussions. Management reserves the right to award the work to more than one agency (on the basis of quality consideration/experience of the agency) in addition to rates parameters.
30. Any RFP with inadequate information and those which do not meet the eligible criteria or received after the closing date will not be considered.
31. The RFP should be send with capability statement, company profile & infrastructure suitable for implementing the applied activities.
32. The bidder has to submit along with his technical bid a copy of the terms and Conditions (all pages) and the technical bidding format duly filled, signed by the authority and stamped on all pages indicating their unqualified acceptance.
33. The Agencies should also submit an undertaking (Annexure-2) duly signed & stamped.
34. RFP received after the closing date will not be considered.

We agree and abide by all terms and conditions as mentioned above including the validity of the offer

**Utmost confidentiality of the data provided shall be maintained.**

***Financial Proposal***

The financial proposal shall be submitted in a separate sealed envelope (please refer the ‘procedure for submitting the proposals’ below). The evaluation of financial bid will be on the basis of agency commission cost.

1. **Bidding Process**

The following steps will be taken in conducting the bidding process and selecting the winning agency

* Ujjwal Project review committee will constitute the review panel for proposal evaluation. Evaluation criteria and a point based scoring system have been developed and included in this RFP.
* Upon receipt of proposals on or before the due date, review committee members will independently review and score all written submissions. Scores will be calculated for technical and cost components of each proposal.
* The committee will then meet, scores based on the individual assessments will be aggregated, and the winner will be notified.

### Evaluation Criteria

Evaluation criteria for selecting the agency will include both technical and cost categories consistent with the scope of work including:

### Technical approach and qualifications

|  |  |  |
| --- | --- | --- |
| **Criteria** |  | **Points** |
| **Technical** |  |  |
| 1. Years of experience in similar exercise/work in Bihar |  | 15 points |
| 1. Technical approach and strategy |  | 20 points |
| 3. Clientele and documents submitted |  | 20 points |
| 1. Agency background and present strength - Turnover |  | 15 points |
| ***Technical total*** |  | ***70 points*** |
| **Budget/Financial** |  |  |
| 1. Agency commission fee percentage |  | 30 points |
| ***Budget/Financial total*** |  | ***30 points*** |
| **Total Points** |  | **100 Points** |

### Proposal Submission

Responses to this Request for Proposals are due no later than 3:00 pm on 19/09/2014. Any clarifications on the RFP may be sent by mail to the address below by 12/09/2014. Proposals delivered and/or received after the due date will not be considered and will be marked disqualified and returned. Written responses in sealed cover can be mailed or hand delivered addressed to:

**Assistant Manager Finance**

**Hindustan Latex Family Planning Promotion Trust,**

**B-14A, IInd Floor,**

**Sector 62, Gautam Budh Nagar – 201307**

**Ph. 0120 – 4231060/61/62**

**Agencies are requested also to enclose soft copies of the proposals in CD with the proposals**

**Annexure-1: Budget/Financial Format**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Budget/Financial** | | | | | | |
| **S.No.** | **Particulars** | **Units** | **@** | **Amount** | | |
| 1 | Agency Commission @ % |  |  |  | | |
| 2 | Service Tax, if applicable |  |  |  | | |
|  |  |  |  |  | | |
|  |  |  |  |  | | |
|  | Notes: |  |  |  | | |
|  | * Add additional rows in the above table in case you are proposing any other activities for which the cost needs to be budgeted | | | | | |
|  | * Provide additional details in separate attachment | | |  |  |  |

**Annexure - 2**

**Undertaking from Vendors/VVA**

This has reference to the RFP published in the website of HLFPPT on………….… ….In response to the RFP, we have submitted our technical & financial bids on…………. .at your office ………………………………………………………………. In connection with the above bids, we hereby declare as under:-

i- That we are neither related to any of your Trustees, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.

ii- That we have submitted the bids in the name of M/S…………………….......................and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.

iii- We herby undertakes that in case of any violations to the above declarations at any stage of the contract, HLFPPT reserves the sole right to cancel the contract and recover the full value of the contract from us.