



GOVERNMENT OF WEST BENGAL
HEALTH & FAMILY WELFARE DEPARTMENT
NATIONAL HEALTH MISSION (NHM)
GN -29, 4th FLOOR, Swasthya Sathi,
SWASTHYA BHAWAN PREMISES, SECTOR –V
SALT LAKE, BIDHANNAGAR, KOLKATA – 700 091

Bid Reference No.: HFW-27011/290/2021-NHM- 0082/2022

Dated: 07/01/2022

Section-1
Request for Proposal (RFP) /
BID Through Limited Enquiry
for
Transaction Advisor / Consultant
for
Setup and operation of a Program Management Unit (PMU) for the
Data Mining and Analysis Cell for Health & Family Welfare Department

Proposal Issuing Authority : NATIONAL HEALTH MISSION,
Under Health & Family Welfare
Department, Government of West
Bengal.
(Hereinafter referred to as NHM)

Address : Swasthya Sathi Building, Swasthya Bhawan
Premises, GN-29, Sector-V, Salt Lake, Kolkata-
700091

Contact Details : Mission Director, National Health Mission
Tel: (033) **2333 0285**
Fax: (033) **2357 7930**
Email: mdnrhm@wbhealth.gov.in / po2nhm2021@gmail.com /
bme.spmu@gmail.com

Mission Director, NHM on behalf of Health & Family Welfare Department, invites proposals from interested organization for engagement of Transaction Adviser (TA) from panel- E of Transaction Adviser as per Finance Department notification no. 3738 - F(Y) dated 11.06.2018 for Setup and operation of a Program Management Unit (PMU) for the Data Mining and Analysis Cell for the National Health Mission.

1. RFP Schedule

SI No	Particulars	Date & Time
1	Date of issue of RFP documents	07.01.2022
2	Pre Bid meeting at Conference Hall, 2 nd Floor, Swasthya Sathi, Swasthya Bhawan Campus, Sector-V, Salt Lake, Kolkata-700091	14.01.2022; 03:30 PM
3	Bid Submission start Date	19.01.2022
4	Bid Submission Closing Date and Time	31.01.2022; 05:00 PM
5	Date of opening of Technical Proposal	02.02.2022; 05:00 PM
6	Date of opening of Financial Proposal	To be later

2. Tenderer may download the tender document from the e-tender portal of Govt. of West Bengal at wbtenders.gov.in and the website of health at www.wbhealth.gov.in. The submission of bids should only be through online at wbtenders.gov.in. Earnest money should also be submitted online only.
3. In the event, any of the specified dates as above being declared a holiday or office of NHM HQ being closed on such date. The event of the specified date will be taken up on the next working day at the same time.

Sd/-

**Mission Director, National Health Mission &
Secretary, Health and Family Welfare Department**

Section-2
Terms of Reference (TOR)
**Selection of Transaction Advisor/
Consultant for**

Setup and operation of a Program Management Unit (PMU) for the
Data Mining and Analysis Cell for the Health & Family welfare Department

1. Objective:

The Health & Family welfare Department has to take necessary action for setting up of a Program Management Unit (PMU) for the Data Mining and Analysis Cell for the National Health Mission, Department of Health. Setup and operationalize a Program Management Unit (PMU) for the Data Mining and Analysis Cell for the National Health Mission, Department of Health, West Bengal with the objective of collecting and consolidating administrative reports in different formats and periodicity from various departments and divisions of the state of West Bengal into coherent and decisive representations so that meaningful insights can drive subsequent actions by the same for the performance improvement, transparency and efficiency of the various programs currently undertaken.

2. Scope:

- a. Collection and consolidation of data points from reports of varied formats and periodicity from different departments and divisions across the State of West Bengal.
- b. Collation of data points from the reports and organize analyzable representations from the same
- c. Refinement of data quality of the reports if required through coordination with the departments/ divisions
- d. Derive insights and inferences and prepare guidance/ analyses from the mining of the data from the consolidated reports after discussion with the stakeholders
- e. Dissemination of the insights in right formats/ reports to the stakeholders of the departments for better supervision of the Health Programs like RCH, NCD etc and tracking of the same to make them adhere to the desired outcomes.

3. Engagement:

The resources identified for the Program Monitoring Unit would be engaged in Time & Material mode with an initial size of 5 to set up the standard monitoring and tracking procedures for one program like RCH or NCD or as agreed by the department. Thereafter it would be required to ramp up the capability of the Unit based on the program included in the scope. The team would need to work in close consultation with the stakeholders of the Department. The duration of the contract is 1 year and to be renewed for the same period thereafter upon satisfactory performance as appraised by the competent authority.

4. Deliverables:

Following would be the deliverables of the engaged PMU team for effective monitoring and tracking of the Health programs undertaken by the Department:

- a. Weekly status report on the Key Performance Indicators of the programs as defined by the PMU team in consultation with stakeholders of the same.
- b. Weekly tracking report of the responses to the questionnaires prepared by the PMU in consultation with the stakeholders of the Department from the divisions responsible for executing the programs.
- c. Weekly analysis report with key insights, guidance and actions inferred from the structured data points/ reports collected from the divisions on an ongoing basis.

The content of the reports would need to be defined initially and evolved over time in consultation with

the stakeholders of the department.

Profiles:

Following are the profiles required onsite for the execution of the PMU on a per-program basis

Role	No. of persons	Minimum Qualification	Minimum Experience
Data collection and collation experts	2	BE/ MCA/ MBA	3 – 6 yrs
Tracking and analysis experts	2	BE/ MCA/ MBA	3 – 6 yrs
Report writers	1	BE/ MCA/ MBA	7 - 10 yrs

Section - 3

Request for Proposal

Proposal Submission

Applicants are required to submit their bid ONLINE through e-tender portal of Govt. of West Bengal on wbtenders.gov.in containing two separate cover comprising of -

- a. Fee/PreQual/Technical
 - b. Finance
- (a) The Technical submission shall contain:
- i. Details of the Applicant in format attached in **Appendix - I**
 - ii. The company background and capability statement supported by copy of certificate of company registration / incorporation, copy of PAN, copy of GST, financial statements and certified turnover certificates for last 3 years.
 - iii. EMD of Rs. 80,000/- should be submitted ONLINE through e-tender portal of Govt. of West Bengal on wbtenders.gov.in.
 - iv. Organization chart, list of key professional staffs and CV of the nominated professional experts
- (b) Financial proposal:
- i. The financial quote shall include all monthly fees per person including traveling expense.
 - ii. The financial quote shall be inclusive of all other taxes and duties and excluding GST. However, all applicable GST, taxes and duties have to be mentioned separately as per statutory norms. GST will be paid extra.
 - iii. No conditional proposals will be accepted.
 - iv. In case of discrepancy in figures & words, financial quote in words will be accepted.
 - v. Invoices are required to be presented every quarter along with the quarterly project status report of the PMU.
 - vi. All payment shall be made after making appropriate deduction such as TDS and other statutory deductions as per norms.

Award of contract

- i. The selected applicant shall be the one with lowest financial basic quote.
- ii. The selected supplier should submit Performance Bank Guarantee (PBG) @ 3% of the contract value within 10 days from the date of receipt of Award of Contract. The PBG should remain valid for a period of at least 18 months from the date of issuance of PBG.
- iii. A formal contract will be signed between the selected Agency & NHM on receipt of PBG.

Section - 4
Information Memorandum

General

H&FW DEPT. includes its successors and permitted assignees as decided by the Government of West Bengal at any time.

Validity of Proposals

The financial quote shall remain valid till 120 days from the date of submission.

Cost of Proposal Preparation

The applicants are expected to carry out at own cost any survey, investigation and other detailed examination of information for preparation and submission of their recommendation.

Right of Rejection

- (a) The NHM reserves the right to accept or reject any proposal and to annul the selection process and reject all proposals, at any time without notice and shall not have any liability or obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- (b) At any time, if a material misrepresentation is made or discovered, or, the applicant does not provide, within the time specified, the supplemental information sought for purposes of evaluation can lead to the rejection of the proposal or cancellation of award of contract.
- (c) An applicant shall not have a conflict of interest that affects the selection process. Any applicant found to have a conflict of interest shall be disqualified.

Amendment of RFP

- i. At any time prior to the proposal submission due date, NHM may, for any reason, whether at its own initiative or in response to clarifications requested by a applicant, modify the RFP by the issuance of Addenda/ Corrigenda.
- ii. The NHM may, in its sole discretion, extend the proposal submission due date by issuing an addendum uniformly for all applicants.

Proprietary data

All documents and other information provided by NHM or submitted by a applicant shall remain or become the property of NHM. Applicants and the selected agency, as the case may be, are to treat all information as strictly confidential. NHM will not return any proposal or any information related thereto. All information collected, analysed, processed or in whatever manner provided by the selected applicant to NHM in relation to the services shall be the property of NHM.

Fraud and Corrupt Practices

The applicants and their respective officers, employees, agents and advisors shall observe the highest standard of ethics during the bidding process and during the subsistence of the services. Notwithstanding anything to the contrary contained herein, NHM may reject a proposal, withdraw or terminate the services, without being liable in any manner whatsoever to the applicant, if it determines that the applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the bidding process.

Inspection

Time to time inspection shall be carried out by representative / authorized agency of NHM for quality assurance of the services, deliverables and performance of the key personnel assigned for the services according to the Terms of Reference of the RFP.

Substitution of Key Personnel

H&FW DEPT. expects the key professional staff to be available during tenure of the services. H&FW DEPT. shall not consider substitution of key professional staff except for extraordinary circumstances and such substitution shall be allowed with equally or better qualified and experienced personnel being provided to the satisfaction of H&FW DEPT..

Remedial Measures

Should the services set out in the Terms of Reference are not delivered within the specified time schedule or not in accordance with the requirements of the RFP, NHM. shall after granting 15 days to cure the breach, be at liberty to terminate the contract, wholly or to the extent of such default.

In the event NHM takes help of any third party to rectify the breach on emergency basis, the cost incurred in such an event shall be recovered from any amount payable to the selected agency.

Termination

NHM shall be entitled to terminate the services with the selected agency with prior notice of thirty (30) days, in case of breach of any conditions, provisions or stipulations of the Terms of Reference for selection or non-performance that is not cured within thirty (30) days of issue of notice.

Arbitration

All disputes or differences arising out of or in connection with the services with the selected agency shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the services or relating to performance, which cannot be settled amicably, may be resolved through arbitration under the Arbitration and Conciliation Act, 1996.

Agreement with selected agency shall be governed and construed in accordance with the laws of India. Courts of Kolkata shall have exclusive jurisdiction in all the matters.

Patents and other Intellectual and Industrial Property Rights

The financial quote shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other intellectual and industrial property rights.

Indemnity

The selected agency shall indemnify NHM, for an amount not exceeding the financial quote of the selected bidder, against all claims from third party at any time on account of the infringement of any or all the rights, whether such claims arise in respect of service or use and for any direct loss or damage caused to NHM.

Confidentiality

- (a) Selected agency shall treat all information provided to it or obtained otherwise in connection with the services as confidential and not use the same partially or totally for any purpose without the prior written approval of NHM.
- (b) Deliverables of the selected agency shall be of exclusive ownership of NHM and / or its designated agencies, as applicable.

Force Majeure:

Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the Terms of Reference), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, Blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control.

Penalty for delay

Failure to complete any of the services specified in the scope of services within timeline or within the extension period granted by NHM as mentioned above, shall constitute a breach, in which case the 5% of the financial quote shall stand forfeited or to be recovered from the selected agency without prejudice to any other rights or remedies. PBG may be forfeited in case of failure or delay in execution without valid & sufficient reason.

Communication & Contact Information

All communications and queries regarding this Request for Proposal (RFP) shall be addressed to:

Mission Director, NHM
4th Floor Swasthya Sathi Building, Swasthya Bhawan Premises
GN-29, Sector-V, Salt Lake, Kolkata-700091, West Bengal

Appendix I
Details of applicant

(In case of consortium, if permissible, details of each member of the consortium are to be furnished)

1. General
 - a) Name:
 - b) Country of incorporation:
 - c) Address of the corporate headquarters and its branch office(s), if any, in India:
 - d) Date of incorporation and/ or commencement of business:
2. Brief description of the applicant including details of its main lines of business and proposed role and responsibilities:
3. Details of individual(s) who will serve as the point of contact/ communication for the applicant:
 - a) Name:
 - b) Designation:
 - c) Company:
 - d) Address:
 - e) Telephone Number:
 - f) E-Mail Address:
4. Particulars of the Authorized Signatory of the applicant:
 - a) Name:
 - b) Designation:
 - c) Address:
 - d) Phone Number:
 - e) Fax Number:
5. Undertaking:

I/ we hereby declare that our organization has not been declared ineligible or not currently blacklisted by central/ state government or any entity controlled by it from participating in any project which continues as on date.

I/ we hereby also declare that there is no conviction against our organization in any Court of law.

Place:
Date:

(Signature and name of the authorized signatory of the applicant with seal)

1. Name of the Staff
2. Designation