

Terms of Reference for Android based Mobile Application and Development of Program Dashboard

HelpAge India statement of business

HelpAge India is a non-profit, secular organization that is recognized by the Societies' Registration Act of 1860. The organization was founded in 1978 with the goal of "improving the quality of life for disadvantaged older persons. With three main verticals - Mission - Health Care, Mission - AgeCare, and Mission – Livelihood - HelpAge India operates in a mission-driven manner. The primary focus of the organization's programs is on direct interventions in the following areas: Healthcare (mobile healthcare units, cataract surgeries), Agecare (Institutional projects such as Integrated programme for the care of the elderly, helplines, senior citizen care homes and day care centers, physiotherapy), Livelihoods (elder-self-help groups; linkages with government schemes), Disaster Response (e.g., COVID19 relief response), Advocacy and Awareness on rights and policies relating to elders.

Scope of work and key deliverables

HelpAge India implements mainly three program verticals:

1. *Healthcare* through a) Operation of Mobile health units with a community mobilisation and training component b) Mental health trainings to care-givers and frontline workers c) Palliative care to bedridden patients in hospitals
2. *Agecare programs* through a) Implementation of institutional and community-based programs b) Standalone physiotherapy centers c) Standalone daycare centres d) Short stay homes e) Old age homes (owned as well as managed)
3. *Livelihood's development programs* through a) Formation and strengthening of self-help groups b) Individual and group-based livelihoods generation activities with the elderly self-help groups serving as the base for activity

HelpAge already has the following digital solutions:

- a. A mobile application, which is used to track its mobile health unit (MHU program). However this application does not track the performance of palliative care units and mental health sessions
- b. A mobile application., which is used to track its livelihood program

HelpAge India seeks comprehensive proposals from vendors detailing the requirements for the development, integration, and hosting of the proposed mobile applications and unified program dashboard. Please include the following in your proposal:

Development Requirements

- Detailed list of technologies, frameworks, and tools you will use for development (both backend and frontend).
- Software and hardware requirements for development, including any specific development environments or platforms.
- Roles and expertise of team members involved in the project.
- Detailed project plan with timelines, milestones, and deliverables.

Integration Requirements

- List of APIs and data sources that will be integrated. Specify any third-party APIs, libraries, or services.
- Steps and processes involved in integrating existing mobile applications (health and livelihoods) with the new applications and dashboard.
- Requirements and plans for data migration, if applicable.
- Security protocols and measures to ensure secure data integration and transmission.

Hosting Requirements

- Detailed specifications of the server environment required for hosting (e.g., operating system, server type, memory, storage, etc.), Platform: Onpremise/Cloud?
- If Cloud, Recommendations for Cloud hosting providers (AWS, Azure etc), if any. Include the rationale for choosing specific providers.
- Steps involved in deploying the applications and dashboard to the hosting environment.
- Plans and requirements to ensure the application and dashboard can scale to meet increasing user demand.
- Procedures for data backup, recovery, and disaster management.

Maintenance and Support

- Details of the maintenance required for the applications and dashboard. Include frequency of updates and patches.
- Types of support services offered Dedicated or Shared resource. Specify response times and support hours.
- Proposed SLAs for uptime, performance, and issue resolution.
- Ticketing tool will be provided or not?

Compliance and Standards

- Applications and dashboard need to adhere the Digital Personal Data Protection Act, 2023

Cost Estimates

- **Development Costs:** Detailed cost breakdown for the development of each component (mobile applications and dashboard).
- **Integration Costs:** Costs associated with integrating existing applications and data sources.
- **Hosting Costs:** Estimated hosting costs, including any subscription fees or charges.
- **Maintenance and Support Costs:** Costs for maintenance and support services.

HelpAge India would like to solicit the services of an agency to do the following:

- a. Development of a mobile application to track its mental health and palliative care programs
- b. Development of a mobile application to track all its agecare programs
- c. Development of a **unified program dashboard**, which uses information from all health (existing application), agecare and livelihoods (existing application) projects and will give real time time information of varied indicators that are needed to measure program success. *Please note that specifications for the dashboard have been discussed after each vertical.*

General Requirements

Development of the software suitable for mental health, palliative care, age care (institutional and community based), programs

Mental health programs

HelpAge India trains private and government care givers of elderly through its community based or institution focussed training programs. These training programs are usually conducted with the technical support of reputed mental health institutes. The data scope includes knowing how many caregivers have been trained from a particular location. Data entry will be done by the project coordinator/frontline worker.

Dashboard specifications for the above include:

Location:	Donor:
Donor wise and location wise number of caregivers trained on mental health issues	Number

Palliative care programs

HelpAge India implements palliative care program in partnership with hospitals. Data entry parameters include the name and demographic details of the patient, date of entry (hospitalisation) and treatment given. Dashboard generation needs include:

Location:	Donor:
Donor wise and location wise number of patients cared for in palliative care programs	Number

Age Care Programs

Project VayoUday

The project adopts a holistic ecosystem approach at the district level to address the comprehensive needs of the elderly, including shelter, healthcare, recreation, livelihood, and care & support. It comprises two main components: the "Home Again" component, which focuses on shelter and survival needs, and the "Comprehensive District Level Intervention" through the establishment of CARE Centers. The "Home Again" component identifies destitute old age homes and ensures the provision of quality care and services to residents. The "Comprehensive District Level Intervention" aims to facilitate community action to provide income security, healthcare access, and social support to the elderly.

The project's scope includes developing a Management Information System (MIS) to organize, evaluate, and manage project implementation. The system will be used by project team members, including field-level coordinators, district coordinators, state heads, and head office staff. Key deliverables include registering beneficiary information, monitoring program processes and service delivery, tracking referrals and progress, capturing stakeholder information, documenting program activities, and providing analysis for project strategies.

Key components of the MIS include health care and nutrition assessments, day care center activities, and helpline services. The system will feature tech modules such as community meetings, home visits, elderly care services, data entry, assessments, and counselling.

The dashboard specifications include filters for state, village coverage, project components, key performance indicators, date range, and donor information.

KPIs	FORMAT
No. of Patients referred from MHU	Number
No. of Health Awareness session conducted on NCD and government schemes	Number
Total No of General Health camps conducted in Rain shadow area	Number
No. of people consulted through Telemedicine	Number
Old Age Home - Identification of 1 homes each in 3 districts of the project locations	Number
Training and Capacity building of the Old Age Home staff on SOP and other quality control measures- No. of Staff Trained No. of Training Done Training Impact Assessment Score SOP Audit framework score	Number
No. of physiotherapy care, counselling and caregiving given to OAH Residents No. of physio sessions No. of Counselling No. of Caregiving given No. of daily exercises sessions done No. of recreational activities at the Active Ageing Centre Annual Assessment of cognitive function, memory orientation of 150 elderly is done across the 3 homes	Number
Vridh Sahayaks Household Visits (VHVs)- <ul style="list-style-type: none"> • No. of Vridh Sahayak Training • No. of HH Visited • No. of Awareness Sessions • Community Awareness • Household Awareness • Details of Home Visits for bed ridden patients 	Number
Total No. of Referrals – <ul style="list-style-type: none"> • MHU – • Physio (New Beneficiaries) • Physio (Follow-up) • Day-care Centre • OAH • Social Welfare Dept at district • Police • DLSA • Other NGOs / CBOs / MFIs 	Number

<ul style="list-style-type: none"> • No. of emergency cases accompanied to govt./referral centres • No. of referral actually receiving service • Rate of Successful Referral Closure • No. of assistive devices distributed 	
Day Care Centre – No. of elderly visiting the Day care Centre No. of recreational activities (Regular) No. of recreational Sessions (weekly) No. of Physiotherapy patients (New) No. of Physio sessions (Treatments) No. of people who reached out through the Helpline Call Closure Rate No. of Digital Training given	Number
Enumeration & linkages done at the Day-care centre- Old Age Pension State Health Insurance / Ayushman Bharat Aadhar - Bank linkage Ration Card Widow Pension Disability Pension Life / Accident Insurance Amount of financial benefits accrued to elderly beneficiaries due to linkages with Govt schemes & benefits. Rate of successful linkages done Rate of successful referral closures	Number
Training & Capacity Building – No. of livelihood skill enhancement training No. of Training session of block level health team on NPHCE No. of Training session of district level health team on NPHCE Awareness sensitization workshop with Govt officials & other stakeholders	Number

Physiotherapy

HelpAge India has been providing physiotherapy services since 2010, with over 25 centers and experience in treating over 50,000 elderly individuals. Their program aims to offer drug-free treatment, enhance mobility, restore self-esteem, and promote active aging awareness. Key activities include patient treatment, community awareness camps, home visits, caregiver training, and health screenings. Outcomes include active and confident seniors, improved quality of life, informed communities, and trained caregivers.

KPI	FORMAT
Total no. of patients registered for treatment both male and female	Number
Total no. of new patients registered both male and female	Number
Total no. of follow-up patients both male and female	Number
Total no. of treatment sessions given	Number
Total no. of physiotherapy camps conducted	Number
Cost per beneficiary	Number

Project Astitva

The Astitva Phase III project aims to empower the elderly through social, financial, digital, and health inclusions, spanning across four locations in India. Despite setbacks due to the pandemic, the project seeks to reach 7300 elders through Elderly Self-Help Groups (eSHGs) and enhance their quality of life. To effectively manage and monitor the project, a comprehensive Management Information System (MIS) framework is needed.

KPI	FORMAT
Social Inclusion	
Total eSHGs	Number
Total eSHG Members	Number
Total new eSHGs added	Number
Total new members added	Number
Total eSHG members linked to social security schemes	Number
Destitute elderly linked to Social Security Schemes	Number
Elderly part of the awareness session on social security schemes & functioning of an eSHG	Number
Elders financially assisted with individual livelihood	Number
eSHGs financially assisted for collective livelihood	Number
Elders part of the livelihood skill training	Number
Elders part of the livelihood-related exposure visit	Number
Evaluation conducted for micro-enterprises	Number
eSHGs received revolving funds from NRLM	Number
Elders part of the digital training linking to livelihood needs	Number
Elders linked to social security schemes through the digital centre	Number
Bedridden & Assistive elderly receiving homecare services	Number
Elderly part of the health awareness sessions	Number
Elderly received regular health check-up	Number
Elderly are referred to a health facility for further treatment (including cataract surgery)	Number

Volunteers trained in homecare	Number
Destitute elderly assisted with health services/counselling/referrals	Number

Old Age Homes

HelpAge India operates model homes for the elderly across eight locations, offering essential services like meal provision, basic healthcare through Mobile Health Units (MHUs), physiotherapy, day care and recreation, and skills training. To effectively manage these services and track their impact, a comprehensive Management Information System (MIS) framework is needed.

Key deliverables of the web-based MIS system include:

- Registering complete resident information, including gender.
- Calculating cost efficiency and effectiveness by assessing cost per beneficiary.
- Recording details of new residents.
- Tracking physiotherapy sessions provided to elderly residents.
- Capturing beneficiary feedback.

Helpdesk

Recognizing the ever-growing need for assistance for elderly patients, HelpAge India in partnership with AIIMS, New Delhi started a Geriatric Helpdesk. The overall goal for establishing the geriatric helpdesk was to facilitate high quality and hassle-free access to health services by elderly patients. The Helpdesk is aiding in providing – registration, OPD cards, taking an appointment, assistance with a wheelchair, assisting with paperwork for a medical fee waiver for needy elderly patients and more. Elderly arriving at AIIMS in New Delhi now have an additional support ‘HelpAge Elders Help Desk’ to guide them through easy access to facilities and medical procedures.

Specific intervention areas under the project are mentioned below-

- Counselling and guidance to elderly for COVID 19
- Awareness on the spread of the corona virus disease.
- Wheelchair services
- Assist elderly visiting alone to different OPD/departments
- Collect reports/medicines on behalf of elderly (if asked) and provide them via helpdesk
- Linkages to old age homes/dharamshala and other appropriate resources for elderly patients and their attendants

KPI	FORMAT
Helpline	
Total no. of calls received both male and female	No.

Total no. of rescue conducted	No.
Total no. of calls closed	No.
Total no. of open calls	No.
Total no. of awareness activities done	No.
Total no. of volunteers involved	No.
Cost per beneficiary	No.
Helpdesk	
Total no. of patients registered both male and female	No.
No. of elderly provided with wheelchair services	No.
No. of elderly facilitated for consolation	No.
No. of elderly provided medical concession	No.
No. of elderly facilitated for diagnostic lab services	No.
No. of elderly provided information/guided	No.
No. of elderly patients referred	No.
No. of elderly facilitated with Govt. schemes	No.
No. of elderly provided with concessions/rebate	No.

The features that are needed in the mobile application are:

1. Capture of GPS location of each client registration event to ensure that staff-based data entries can be monitored.
2. *User friendliness*: the workflow of the mobile application should be simple and easily understandable by the community health worker. It should allow easy data entries and should not take much time. The application should allow client registration, profiling, generating patient/client records and provide decision support and targeted visibility of workflow based on the entries made.
3. *Platform level compatibility*: application should work on an android platform and should be compatible with android phones (android 8 and above).
4. *Data protection*: All data that is entered into the mobile application should be on the cloud and must be retrievable in the case of any virus attack. The agency has to use industry standard data protection processes
5. There is *historical data* that is already present in the present mobile applications. The proposed application should provide a mechanism to transfer current data in the existing application to the new software without any hindrances. The agency should ensure that there should be no need for the collection of fresh data regarding this. It should also have the possibility of bulk upload.
6. The application should be modular in nature enabling quick editing (deletion and addition) of questions in the application by HelpAge India
7. The agency will have to provide comprehensive trainings to staff to enable them to make client level entries into the application. Suitable staff will be trained on generating dashboards based on the indicators agreed on. There should be an option to generate downloadable excel sheets that can be used to generate reports of program progress.

8. All data should be present and be downloadable at any time from the cloud server. The agency needs to plan for regular updates, bug removals from the system.

Other technical requirements

1. Data encryption: All data stored in the app, including photographs, personal information, and health data, must be encrypted both in transit and at rest. This ensures that even if the device is compromised, the data remains secure.
2. Role based access: Access to the application and dashboard should be on assigned roles and responsibilities
3. Offline capability: The application has to be offline enabled. All client registration, access registration and essential tasks should be offline enabled. This application will have to sync data securely when there is an internet connection. Appropriate encryption processes must be used during data transfer and syncing. The application should be able to work in even a feeble internet connection.
4. Screenshot Disabling: Disable the ability to take screenshots within the app to prevent unauthorized dissemination of sensitive information
5. Data Validation: the application should have robust data validation capabilities and error handling
6. Password based app entry: the application should only be accessed by a login and password. Preferably it should use two factor authentication to ensure identity check and security of the data.
7. All data stored in the application and cloud must be there in an encrypted form. Data transfer during syncing should be done using appropriate encryption protocols
8. The application should work on old android devices with lesser space and old processors.
9. Please note that the entire ownership of the application, workflow, data (previously entered and new data), dashboard will be the property of HelpAge India

Bidding process

The applying agency is requested to study the terms of reference carefully and apply. Bids not complying with the technical and other requirements will not be considered under any circumstances. Sending of a bid does not make HelpAge India liable to take any decision. All costs of submitting the bid are to be borne by the agency. HelpAge may withdraw this bid at any time without assigning any reason whatsoever. The decision of going forward or rejecting any agency will be that of HelpAge India.

Bid submission

Agencies/bidders are requested to send their technical and financial proposals (format given in this TOR document) to procurement@helpageindia.org. Bids copied or sent to any HelpAge staff or any other person will be rejected. **The financial proposal (this will be a**

separate file) should be password protected. The password will be asked after opening of the technical proposals only.

The deadline for the submission of bids to the above email is 20 July 2024 by 23.59 pm

Please consider the following points:

1. All bids must contain the complete address of firm, including contact number/ email ID of the person who is authorized to submit the bid under their signatures.
2. All pages of the bid being submitted must be signed and sequentially numbered by the bidder irrespective of the nature of content of the documents.
3. The interested bidders may submit their bid to HelpAge India on or before the time mentioned above. Any bid received by HelpAge India after the prescribed deadline for submission of bids will be rejected and no further correspondence in this regard will be entertained.
4. At any time prior to the last date for submission of bids, we may, for any reason, modify the RFP Documents by an amendment and publish the revised version of the RFP.
5. Printed terms and conditions of the bidders will not be considered as forming part of their bid. In case terms and conditions as given in the RFP Documents are not acceptable to any bidder, they should clearly specify the deviations in their bids.
6. Bids complete in all respects along with supporting documents, must be submitted as per this TOR. No physical document is to be submitted.

Technical Proposal Requirements

The bidder organization should be registered as a legal entity for doing business in India. In addition, it should have all kinds of active licenses and permission for work related to “Development of application/digital solutions”

The applicant must have demonstrated ability provide expert services in the area

The bidder should provide information on overall qualifications, including:

1. Profile of organization
2. Services offered by the organization.
3. Profile of relevant experience, number of years in business and examples of related work.
4. Clients handled and reference of clients.
5. Presence in PAN India or in required location.
6. Should have previous experience working with NGO.

Application/ Bid must be submitted in English Language only and should contain:

1. Covering letter with reference to all enclosures and attachments (application/ covering letter should not be more than 10 pages in length and should cover the following-
2. Organization profile, including relevant experience in healthcare training.
3. Detailed training methodology and curriculum outline.
4. Sample training materials developed for similar programs.
5. Technical Proposal
6. Financial bid.

BOTH TECHNICAL & FINANCIAL PROPOSAL SHOULD BE SENT SEPERATLY IN A SINGLE MAIL.

Please submit the following as enclosures or attachments with your proposal. If you do not submit these documents, your proposal **will not be** considered for review:

1. Copy of registration documents/ certificate and most recent renewal as a legal entity.
2. Copy of PAN & TAN.
3. Copy of GST Registration.
4. Copy of MSME registration certificate (if registered)
5. Copies of last two years ITR. (exempted for startup raised within last two year)
6. Copies of the Audited Financials or Turnover Certificate from Chartered Accountant for last 3 years. (In case of start-up required only for last two years)

Financial proposal requirements

The Financial proposal/ quotation should contain prices of all services and Items, and transportation etc. with all the terms & conditions inclusive of payment terms. **The file should be password protected. The password will be asked only after opening of technical proposals.**

Financial proposal should include:

- Breakdown of costs associated with the training program.
- Clear pricing structure for each component of the intervention.
- The financial quote should include development, deployment (training) and maintenance for one year, and estimated cost for annual maintenance from year 2 onwards.

Mandatory attachments

Please submit the following as enclosures or attachments with your proposal. If you do not submit these documents, your proposal **will not be** considered for review:

- Copy of registration documents/ certificate and most recent renewal as a legal entity.
- Copy of PAN & TAN.
- Copy of GST Registration.
- Copy of MSME registration certificate (if registered)

- Copies of last two years ITR. (Exempted for start-up raised within last two year)
- Copies of the Audited Financials or Turnover Certificate from Chartered Accountant for last 3 years. (In case of start-up required only for last two years)

Proposal evaluation process

Application received by HelpAge India will be reviewed to determine completeness of application (based on application guidelines detailed above) and eligibility of applicants. Applications that do not meet eligibility requirements will be eliminated following this review and shall not be considered further.

All bids received by the stated closing date and time for bid submission will be evaluated, according to the conditions described in selection criteria below.

1. The final selection would be based on the technical evaluation of the bids by a HelpAge appointed committee followed by evaluation of financial proposal.
2. Successful bidder(s) will be notified in writing by email (or by telephone, in cases where the bidder cannot be reached by email). The bidder must confirm acceptance in writing within the time specified in the email communication.

The bidders who substantially meet the bid requirements shall fall in the category of technically qualified bidder. The prices quoted by such technically qualified bidders shall be evaluated and compared with other technically qualified bidders and a final decision will be made by the selection committee.

HelpAge India reserves the right to reject bids that do not meet eligibility or bid submission requirements (as detailed above) without further notice to the bidders and without giving any justification. Issuance of this RFP does not constitute a commitment on our part nor does it commit us to pay for the costs incurred in submission of bid. Further, HelpAge India reserves the right to reject any or all bids received and to negotiate separately with a bidder, if such action is considered to be in the best interest of HelpAge.

NOTE :- If you have any Queries or inquiries, please write us at procurement@helpageindia.org.

Annexure: Format of Bid

To,
HelpAge India
C-14, Qutab Institutional Area, New Delhi

Sub: Bid for “Development of Digital Solution application and program dashboard

Dear Sir,

1. We have examined the RFP Documents and appendix and, we, the undersigned are in conformity with the said document. We offer to provide the said goods and associated services as given in the RFP Documents and the terms of reference to be signed upon the award of contract as per the table below

Name of work	Proposed budget (INR)

2. We undertake to complete the work to your full satisfaction, if our bid is accepted, with the Sub: **“Bid for “Android based mobile application and development of program dashboard”**
3. We agree to execute a PO/ WO in the form to be communicated by HelpAge India, incorporating all agreements with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard and notice of the award within the time prescribed after notification of your intention to accept this bid.
4. We would like to clearly state that we qualify for this work based on all the eligibility requirements indicated by you in the RFP Documents.
5. We certify that all the information mentioned in in this covering letter is true and correct.
6. We understand that if the details given in support of the claims made above are found to be wrong or untenable or unverifiable our bid may be rejected without any reference from us. We further clearly understand that HelpAge India is not obliged to inform us of the reasons for rejection of our bid.
7. It is certified that the information furnished herein and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of the bid and are liable to any punitive action for furnishing false information/ documents.

For and on behalf of
Name of the firm/Agency/Company

Signature:

Name*:

Designation:

(Organisation Seal)

Dated this _____ day of June 2024

* The person should be duly authorized to sign the bid for an on behalf of the firm/ company.

Technical bid

Name of the Agency	
Address:	
Email ID	
Phone No.	
Incorporated as: (Company, State Registered Firm, Co-operative Society or Partnership Firm)	
Date of Incorporation	
Experience in Similar line of Service	
Whether any Legal Arbitration/proceeding is instituted against the bidder or the bidder has lodged any claim in connection with works carried out by them (Yes/ No)	
If yes please provide details	
Whether the bidder complies with the requirement of Registration under the Contract Labour (Regulation and Abolition) Act (Yes/ No)	
Bidders Profile:	
Name of the top executive:	
Designation	
E-mail ID	
Mobile Number	
Staff Strength – Technical	
Staff Strength – Administrative	
Bidder's Turn Over (₹)	
FY 2020-21	
FY 2021-22	
FY 2022-23	
Clientele List (Top 5 Client with Service Value in a year)	

Documents in support of the above may be furnished with page numbers indicated in the index. Please use separate sheets wherever necessary.

For and on behalf of

Name of authorised signatory

Signature:

Name*:

Designation:

(Organisation Seal)

Description of approach, methodology and work plan

Organisation and staffing

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

Work schedule

Particulars of work	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12

- 1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in the form of a bar chart.

Detailed Financial Proposal

BUDGET CATEGORY	RUPEES
1. Requirements gathering, Design & Development A B C SUBTOTAL	
2. Server and hosting costs including security A B C SUBTOTAL	

<p>3. User Testing & Quality Assurance</p> <p>A</p> <p>B</p> <p>C</p> <p>.....</p> <p>SUBTOTAL</p>	
<p>4. Maintenance for 1 year</p> <p>A</p> <p>B</p> <p>C</p> <p>.....</p> <p>SUBTOTAL</p>	
<p>5. Other Cost</p> <p>Item A</p> <p>Item B</p> <p>Item C</p> <p>.....</p> <p>SUBTOTAL</p>	
<p>TOTAL PROJECT COSTS</p>	

Annexure-4

To be submitted by bidder/Vendor /Tenderer

(On Rs.10 stamp paper)

This has reference to the RFP dated In response to the RFP, we have submitted our technical & financial bids on.....at your email address..... In connection with the above bids, we hereby declare as under: -

- i- That we are neither related to any of your Board Members, 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 undertake that:
 - a. All information furnish by us in respect of fulfilment of eligibility criteria and qualification information of the Bid is complete, correct and true.
 - b. All copy of documents, credentials and documents submitted along with this Bid and genuine, authentic, true and valid.
- iv- We undertake that
 - a. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
 - b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India/Public Sector Undertaking/ any Regulatory Authorities/ Multilateral Funding agency in India for any kind of fraudulent activities.
 - c. No Criminal proceeding are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm/ company.
(Indicate any convictions if any against the above persons or Agency.)
 - d. The firm/company has not been declared insolvent, bankrupt, not in receivership, or being wound up, not have its affairs administered by a court or a judicial officer
- v. We hereby undertakes that If any information and document submitted is found to be false/incorrect or we violate any declaration at any stage of contract, HelpAge India has right to cancel my/our Bid and action as deemed fit may be taken against me/us, including termination of the contract, forfeiture of all dues and banning of our firm etc.

We understand that HelpAge India is not bound to accept any bid received against RFP and HelpAge India has right to reject all or any bid without assigning any reason or giving any explanation whatsoever.