

## **HELPAGE INDIA Service for Impact assessment study of Mobile Healthcare Units (RFP)**

### **I. About HelpAge India**

Help Age India is a non-profit organization dedicated to serving the elderly population in India. It was established in 1978 and has since been actively involved in various initiatives aimed at improving the quality of life for senior citizens. HelpAge India runs various programs and services to address the needs of older persons. These include Shelter support for destitute elderly, healthcare services, elder helplines, livelihood support, advocacy for elder rights, and disaster relief efforts tailored to the elderly population.

HelpAge India invites bids for "**Impact assessment study of Mobile Health care Units**" for the 03 Project locations in INDIA as per details, terms and conditions given below:

### **II. Terms and conditions**

1. The agency can be an individual/HUF/Partnership firm/Company incorporated under the laws of India.
2. This RFP is not an offer by HelpAge India, but an invitation to receive responses from the eligible bidders.
3. No agency shall be entitled to submit more than one bid whether jointly or severally. If one does so, all bids wherein the agency has participated shall stand disqualified.
4. The agency shall bear all costs associated with the preparation and submission of bid.
5. The agency must have PAN (Permanent Account Number) and registered with GST and the document for the same is to be attached.
6. HelpAge India reserves the right to accept /reject/ select one or more than one 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 agency.
7. The supplier should have all valid licenses, approvals, certificates, registration from all statutory authorities like Income Tax/GST/any other relevant and mandatory requirements.
8. Schedule of supply will be provided by HelpAge India while issuing Purchase Order/ email intimation to the selected bidder. In case of delay in supply, penalty will be levied.
9. HelpAge India reserves the right to cancel the contract based on performance without assigning any reason thereof.
10. Evaluation of the bids will be done by Purchase Committee from HelpAge India.
11. HelpAge India management reserves the right to change (increase or reduce) the numbers/units as per its sole discretion and Project requirement.

#### **12. Documents required to release the payment:**

- a. Bill / Invoice mentioning Permanent Account Number of Income Tax Department
- b. Documentary proof of the delivery/ service including E-Way Bill, wherever applicable, as per Purchase order

13. Agencies that will be technically qualified would only be considered for opening of financial bids.

14. The bidder is expected to examine all instructions, forms, terms and specification in this RFP. Failure to furnish all information required under this RFP or to submit a bid not substantially responsive to this RFP in all respect will be at bidder's risk and shall result in rejection of the bid.

15. The bidder and their respective officers, employees, agents shall observe the highest standards of ethics dividing the bidding process. HelpAge India has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to HelpAge India personnel. Notwithstanding anything to the contrary contained herein, HelpAge India shall reject bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has directly or indirectly or through an agent, engaged in corrupts/fraud tent/coercive/undesirable or restrictive practice in the bidding process.

**16. Indemnity**  
 The bidder shall indemnify HelpAge India against all actions, suits, claims and demands brought or made against HelpAge India in respect of anything done or committed to be done by the bidder in execution of or in connection with the work of this contract and against any loss or damage to HelpAge India in consequences to any action or suit being against the selected vendor for anything done or committed to be done in the execution of this contract.

17. The RFP shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.

18. The bidder is expected to examine all instruction, forms, terms and specification

19. HelpAge India Management reserves the Right to award the work to more than one Agency as per requirement. Delivery has to take place in location.

20. All the bid needs to be submitted via **mail only mail id: PROCUREMENT@HELPAGEINDIA.ORG** 25 NOV 2024.

21. Agencies would not be allowed to subcontract, partial/full of the work assigned to them. In such case the Management reserves the right to cancel the contract with the agency.

22. Agency shall bear the Insurance if any taken.

23. The rate quoted by the agency will be valid for **One Year** from the award of the contract

24. Items not meeting the specified requirements has to be returned.

**Annexure- 1 Technical Bid Format**

**(To be filled, sign & stamp by Agency)**

**A**

<b>S.No</b>	<b>Particulars</b>	<b>Remarks</b>	<b>Work Experience</b>
1	Experience with HelpAge India/Govt. Agency/NGO/Development Sector	Yes/No	

2	Experience in similar Type of Product/Service supply	Year	
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**B**

S.No	Particulars	Last 3 Year		
		FY 2020-2021	FY 2021-2022	FY 2022-2023
3	Annual Turnover as per Audited Financials (Copies of the Audited Financials needs to be attached or Turnover Certificate from Chartered Accountant)			

**C**

S.No	Particulars	Top 5 Client List with value (Rs)	
4	Clientele List		

**D**

S. No.	Particulars	Details (GST & PAN No.)	
		PAN	GST
5			
6			

**HELPAGE INDIA**  
C-14, Qutab Institutional Area, New Delhi-110062

**Annexure- 2: Technical Bid Format**

**Location :-**

**Gurugram (Delhi-NCR), Pune (Maharashtra)**

**Chennai Nandanam (Tamilnadu)**

	<b>SPECIFICATION (TECHNICAL)</b>	<b>AGENCY'S RESPONSE (in brief)</b>
1.	Supply to be done according to the quantities, specifications, quality, schedule and locations approved by HelpAge India	
2.	The acknowledgement for delivery/services of supply to be submitted as proof along with invoice.	
3.	The agency is capable (as defined in RFP document) and agrees to complete the supply within specified time as agreed upon otherwise penalty clause will be invoked.	
4.	Past experience of the agency in supply of items or similar items, as listed in this RFP. Please give details or provide list of clients to whom similar goods have been supplied.	
5.	Management reserves the right to empanel one or more agency (on the basis of quality consideration/experience of the agency) in addition to rates parameters.	
6.	Constitution of the agency whether Proprietorship/Partnership/Company. Give details of Proprietor/ Partner/Directors.	
7.	For how many years the agency is engaged in similar line of activities.	
8.	Registration certificate with GST need to be submitted along with the technical quotation.	
9.	Penalty clauses will apply as per the company's policy, as per terms of the purchase order: the decision of the HelpAge India shall be final and binding in this regard.	
10.	The final price will remain valid for one year from the award of the Purchase order/ contract	

**Please Note:-**

- 1. Form must be completed in all respects; incomplete forms may liable to be rejected.**
- 2. The form must be duly stamped & signed by the Authorised signatory**
- 3. The form must be submitted on or before due date and time.**

**HELPAGE INDIA**

**C-14, Qutab Institutional Area, New Delhi-110062**

**Annexure-3: Financial Bid Format**

We are submitting the below quotation for the above after understanding completely the technical specifications and other terms and conditions of the RFP.

	<b>SPECIFICATIONS</b>	<b>AGENCY'S RESPONSE (Agree/Disagree)</b>
1.	Rates will be inclusive of all Taxes/Levies/Packing and Freight Charges etc.	
2.	TDS as applicable will deduced as per Income Tax Act, 1961	
3.	Payment will be made through cheque / NEFT/ RTGS.	
4.	Duly Certified bills along with signed delivery challan will be submitted for every completed supply on monthly basis.	
5.	Payment shall be made in 30 days after submission of original invoice & proof of delivery of goods at our Head Office at Delhi.	
6.	Penalty clauses will apply as defined in the RFP: the decision of the HelpAge India/Project Management shall be final and binding in this regard	

**RFP : Terms of Reference**

**Impact assessment Study of Mobile Health Care Units**

**Study Objective:**

- The primary goal of this assessment is to evaluate the social and health impact of the MHU in target communities, particularly focusing on elderly and disadvantaged populations.
- The study should highlight the MHU's effectiveness in delivering healthcare services, improving quality of life, and raising health awareness within the beneficiary communities.

**Research Methodology:**

- **Mixed-Method Approach:** The study should involve both quantitative and qualitative data collection tools.
- **Survey:** Conduct survey among beneficiaries in a representative sample of villages served by the MHU.

- **Interviews:** Key Informant Interviews with village leaders, health workers (e.g., ASHA, ANMs), and MHU staff.
- **Focus Group Discussions:** Organize FGDs with specific beneficiary groups such as elderly beneficiaries, women, and healthcare workers to gain deeper insights.

#### **Areas to Focus On:**

- **Demographic Profile:** Analyse the socio-economic background of beneficiaries, including income levels, age, gender, and educational qualifications.
- **Medicare Services:** Assess the utilization of services provided by the MHU (medical consultations, medications, home visits, health camps, health awareness camps and referral services). Ease of access to primary health care and Medication through MHU services. Reduced financial burden of healthcare on the poor elderly and their families.
- **Health Outcomes:** Measure improvements in the health status of the beneficiaries, including management of chronic diseases, referral success, and follow-up treatments.
- **Behavioural and Lifestyle Factors:** Evaluate how MHU services have contributed to the overall well-being of the beneficiaries, especially in terms of social connect for elderly of the community. Analyse the knowledge, preventive and promotive health seeking behaviour

#### **Data Collection:**

- **Sample Size:** A sample population of beneficiaries from each site 15-20 and control group: 3-5
- **Survey Tools:** Survey for both beneficiaries and a control group with open ended and closed ended questionaries.
- **Key Informant Interviews:** Conduct interviews with stakeholders including community leaders, ASHA workers, MHU staff, and health officials.
- **Focus Group Discussions:** Facilitate discussions with elderly groups, women groups, and beneficiaries who have used MHU services regularly.
- **Quantitative Data:** Provide detailed data on the number of consultations, referrals, and medical treatments provided.
- **Qualitative Insights:** Gather in-depth insights from beneficiaries about how MHU services have impacted their health and well-being.

#### **Report Structure:**

- Executive summary, introduction, methodology, both data-driven analysis and narratives, actionable insights and recommendations for enhancing the effectiveness of the MHU project. Annexures (photographs, data tables and case studies).
- Visual representations such as charts, graphs, and tables to support the findings.

#### **Ethical Considerations:**

- Ensure **informed consent** is obtained from all participants.
- Confidentiality of all respondent data.

### **Project Location Details**

**Location:** **Mobile Health Unit Chennai Nandanam**

**Address:** **HelpAge India, Door No. 3C, Thyagaraja Complex, 853, Poonamallee High Road, Kilpauk, Chennai, Pin Code - 600010, State - Tamil Nadu**

**Contact Person:** **Muthukrishnan**

**Contact Number:** **9841713671**

### **Site Schedule**

Site Name	Day	Nearest Land Mark	Name of Gram Panchayat/Municipal	District	State
Moovendhan nagar	Friday	Moovendhan Nagar, Arumbakkam, Near Jeeva petty shop, Chennai - 600106.	Chennai	Chennai	Tamil Nadu
Moniker raja home	Friday	Moniker Chowdhary Road, Near Government Stanley Hospital, Mint, Chennai - 600001.	Chennai	Chennai	Tamil Nadu
Padi Pudhu nagar	Thursday	Near New life church, Padi Pudhu Nagar, Chennai - 600101.	Chennai	Chennai	Tamil Nadu
Gandhi nagar	Thursday	Gandhi Nagar, Near Chennai City Center, Mylapore, Chennai - 600004.	Chennai	Chennai	Tamil Nadu
SVM Nagar	Wednesday	Bricklin Road, Near Megala Theatre, Ottery, Chennai - 600012.	Chennai	Chennai	Tamil Nadu
Pushpa Nagar	Wednesday	Pushpa Nagar, Near Loyola College, Nungambakkam, Chennai - 600034.	Chennai	Chennai	Tamil Nadu
Kodungaiyur	Tuesday	Near Shanmuga Theatre, Kodungaiyur, Chennai - 600118.	Chennai	Chennai	Tamil Nadu
Thideer Nagar	Tuesday	Thideer Nagar, Near Raj Theatre and Panagal Maligai Building, Saidapet, Chennai - 600015.	Chennai	Chennai	Tamil Nadu
Muthamil Nagar	Monday	Erukencherri, Near KVK Oil Factory, Kodungaiyur, Chennai - 600118.	Chennai	Chennai	Tamil Nadu
Madhavaram	Monday	Near Madhavaram Bus Stand, Madhavaram - Manali Main Road, Chennai - 600060.	Chennai	Chennai	Tamil Nadu

**Location:** **Mobile Health Unit Gurugram**

**Address:** **Helpage India Ground Floor, Sunrise Colony, Village Bhondsi, District – Gurugram - 122102**

**Contact Person:** **Noore Nazar Siddiqi**

**Contact Number:** **8800310337**

### **Site Schedule**

Site Name	Day	Nearest Land Mark	Name of Gram Panchayat/Municipal	District	State
Harihera Village	Friday	Near Masjid And Mandir	Hariyaheda	Gurugram	Delhi / NCR (Haryana)

Khaika	Friday	Chowk		Gurugram	Delhi / NCR (Haryana)
Lohakti	Friday	Shiv Mandir		Gurugram	Delhi / NCR (Haryana)
Khedla	Thursday	Hanuman Mandir	Kherla	Gurugram	Delhi / NCR (Haryana)
Bhelpa	Thursday	Chowk	Behlpa	Gurugram	Delhi / NCR (Haryana)
Damdama	Wednesday	Lake	Damdama	Gurugram	Delhi / NCR (Haryana)
Abhaypur	Wednesday	Near Bus Stand	Abheypur	Gurugram	Delhi / NCR (Haryana)
Sneh Vihar	Tuesday	Shani Vihar Chowk		Gurugram	Delhi / NCR (Haryana)
Rithoj	Tuesday	Shiv Mandir	Rithoj	Gurugram	Delhi / NCR (Haryana)
Bhondsi	Tuesday	Kesar Nagla	Bhondsi	Gurugram	Delhi / NCR (Haryana)
Alipur	Monday	Near Ganesh Mandir	Alipur	Gurugram	Delhi / NCR (Haryana)
Ghamdoj	Monday	Near Peepal's tree.	Ghamroj	Gurugram	Delhi / NCR (Haryana)

**Location:** **Mobile Health Unit Pune**

**Address:** **HelpAge India , 9/67, Phule Nagar, Behind Alandi Road, RTO Ground, Near Bodhichitta Vihar, Pune, Pin Code - 411006, State – Maharashtra**

**Contact Person:** **Ashwini Kadamb**

**Contact Number:** **8879478981**

### **Site Schedule**

Site Name	Day	Nearest Land Mark	Name of Gram Panchayat/Municipal	District	State
Viduwadi	Monday	Aasha nagar, Ganpati Mandir, Rohan Girima Bulding Near. Pune 16		Pune	Maharashtra
Janwadi	Monday	101 janwadi, janta vasahat, Near Manju Mitra Mandal. Pune 16		Pune	Maharashtra
Ambedkar Vasahat	Tuesday	DCP Road, Aundh vasahat, Bandhangad road Drowzen Hotel near. Pune 7		Pune	Maharashtra
Barate Vasti	Tuesday	Bopodi, Aundh road, Ambedkar Chowk, Venuvan Vihar near. Pune 7		Pune	Maharashtra
Mother Teresa Home	Wednesday	kalbhor nagar, Pratibha Colonial, Aasha Kiran Hospital near. Pune16		Pune	Maharashtra
savali beggar Home	Wednesday	Pimpri railway station, bhaji mandi near. Pune 17		Pune	Maharashtra
Jadhav Wasti	Thursday	Opp. Laxmivihar Appt,Pratik Nagar,Yerwada Pune.		Pune	Maharashtra
Hiraman Nagar	Thursday	Hussain Shah BabaNagar, Nr. Masjid Pune		Pune	Maharashtra

kashiwadi	Friday	311 Kashiwadi, rajiv gandhi housing society near bhawani peath, Pune 411042	Pune	Maharashtra
Rajewadi	Friday	rajewadi nana peth, ED camp chowk, rajewadi under quarter geat road, Pune 4121104	Pune	Maharashtra