

REQUEST FOR PROPOSAL
ESTABLISHMENT OF MCTS CALL CENTRE
UNDER NRHM, ASSAM

NOT TRANSFERABLE



**OFFICE OF THE MISSION DIRECTOR,
NATIONAL RURAL HEALTH MISSION, ASSAM
SAIKIA COMMERCIAL COMPLEX,
G. S. ROAD, CHRISTIANBASTI, GUWAHATI - 781005**

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre



**OFFICE OF THE MISSION DIRECTOR,
NATIONAL RURAL HEALTH MISSION, ASSAM**
Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati - 781005
Ph. No. 0361 – 2340236:: Fax No. 0361 – 2340238
Website : www.nrhmassam.in E_mail ID : misnrhm.assam@gmail.com

No: NRHM/MIS/MCTS/Call-Centre/631/2011-12/19781

Dated 19th November 2012

Request for Proposal – Establishment of MCTS Call Centre

NOT TRANSFERABLE

TENDER REFERENCE : NRHM/MIS/MCTS/Call-Centre/631/2011-12/19781 Dated 16/11/2012

DATE OF COMMENCEMENT OF SALE OF RFP DOCUMENT : 19/11/2012

DATE OF PRE BID MEETING : 29/11/2012, 2:30 PM

LAST DATE & TIME OF RECEIPT OF BID : 12/12/2012, 2:00 PM

TIME & DATE OF OPENING OF BID (TECHNICAL BID) : 12/12/2012, 3:30 PM

PLACE OF OPENING OF BID : Office of the Mission Director
National Rural Health Mission, Assam
Saikia Commercial Complex
G. S. Road, Christianbasti,
Guwahati - 781005

ADDRESS FOR COMMUNICATION : Office of the Mission Director
National Rural Health Mission, Assam
Saikia Commercial Complex
G. S. Road, Christianbasti,
Guwahati – 781005

COST OF RFP DOCUMENT : Rs. 1,000/- (Rupees one thousand only)

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STATE HEALTH SOCIETY, ASSAM GUWAHATI: ASSAM

No: NRHM/MIS/MCTS/Call-Centre/631/2011-12/19781

Dated 16/11/2012

Request for Proposal – Establishment of MCTS Call Centre under NRHM, Assam

Request for proposal in two Bid System – Technical Bid and Price Bid are invited, from NGOs/Health Providers/Trusts/Govt./Semi Govt. Organizations for setting up a Call Centre to contact beneficiaries of Mother & Child Tracking System (MCTS) under National Rural Health Mission (NRHM), Department of Health & Family Welfare, Govt. of Assam.

1. General:

Mother & Child Tracking System (MCTS) is a case specific monitoring system to monitor each and every pregnant woman and child to avoid drop out and to ensure complete service delivery in order to reduce Maternal Mortality and Infant Mortality.

The objective is to undertake case specific monitoring to ensure complete Antenatal Care (ANC) Services, Delivery Services and Postnatal Care (PNC) Services and monitoring of full Immunization services to each and every pregnant woman and child. The aim is to have an effective monitoring system for High Risk Pregnant Women and Low Weight Birth Babies in order to reduce Maternal and Infant Mortality.

National Rural Health Mission, Assam under Department of Health & Family Welfare, Govt. of Assam has implemented online Mother & Child Tracking System (MCTS) System in the entire State as per instruction provided by Ministry of Health & Family Welfare, Govt. of India.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

Detail information of pregnant women including Name, Phone No, Address, LMP Date, EDD, Hemoglobin level, BP, dates of ANC, PNC, Delivery, etc are captured through the online MCTS system. Similarly, Date of Birth, Birth Weight, Phone of Parents, Address of Parents, dates of vaccines, etc are captured for all children through online MCTS Portal. MCTS Portal has option to generate work-plan Sub Centre wise, ANM wise, ASHA wise as well as Beneficiary wise to remind about due date of services. Option for sending work-plan through SMS as well as in the form of Hard copy is also available in the MCTS Portal. Till 15th November 2012, information has been captured in respect of total 10,84,909 pregnant women and 7,61,208 children through online MCTS Portal. In the year 2012-13, 3,83,996 pregnant women and 1,99,430 children registered in the MCTS portal till 15th November 2012. It is expected that around 8 lakhs pregnant women and 7 lakhs children will be registered under MCTS in the year 2012-13. As per record available 11.46% pregnant women registered in MCTS Portal with self phone number in the year 2012-13. Similarly, 6.48% children registered in MCTS Portal with phone number of parents in the year 2012-13.

Now, Govt. of Assam has decided to establish one Call Centre to call each and every pregnant woman and parent of children to remind them about the due date of services by utilizing the database of phone numbers being collected through MCTS having self phone number. Promotion of health facilities available in Govt. Hospitals for pregnant women, mother and children will also be covered during interaction through the proposed Call Centre.

Services to be included in the proposed MCTS Call Centre

The proposed Call Centre will have the following deliverables

- a. All Pregnant Women and Parent of Children having phone no will be contacted through the Call Centre.
- b. There will be three layers of expertise in the Call Centre. The 1st layer (simple Call Centre executive) will handle the general cases; the 2nd layer (Technical expert) will handle complicated cases. If required, the call will be referred to 3rd layer (Doctor).
- c. 1st Call will be made from the Call Centre after registration of ANC. During the 1st Call, Pre-recorded voice message will be played along with other interaction. After the prerecorded message, the Pregnant Women will be intimated about the schemes and measures to be taken during pregnancy period and invitation for the 2nd ANC. During interaction, various routine questions will be asked to the pregnant women to determine whether she is a High Risk Pregnant Women. If, the pregnant woman is suspected “High Risk Pregnant Women”, then she will be advised to visit Doctor. Information of services retrieved from the beneficiary and if any grievances about the services will be captured during interaction.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

- d. 2nd Call will be made during due date of 3rd ANC
- e. 3rd Call will be made during due date of 4th ANC
- f. 4th Call will be made before “Expected Date of Delivery”. Pregnant women will be motivated for Institutional Delivery and information will be provided about nearest delivery point and referral transport facility.
- g. 5th call will be made after delivery to promote PNC and Immunization of the Child for BCG/OPV1/DPT1 vaccination. Point of AEFI will also be included in the interaction.
- h. 6th Call will be made during due date of OPV2/DPT2 vaccination
- i. 7th call will be made during due date of OPV3/DPT3 vaccination
- j. 8th Call will be made during due date of Measles vaccination
- k. Special call will be made to High Risk Pregnant Women on monthly basis. Special calls will also be made for overdue of services
- l. Information of various health schemes and promotion of health facilities available in Govt. Hospitals for pregnant women, mother and children will also be covered during interaction through the proposed Call Centre.
- m. A database will be created regarding actual implementation of health schemes from the inputs received during interaction.

Interested organizations may propose for establishment and operationalization of the proposed MCTS Call Centre.

The final proposal should be a complete solution with establishment of Call Centre, operationalization, maintenance and reporting.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

General Conditions

- RFP Document can be obtained from the Office of the Mission Director, National Rural Health Mission, Assam, Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati – 781005, after depositing non-refundable fee of Rs. 1,000/- (Rupees one thousand) only in the form of a Demand Draft/ Bankers Cheque in favour of “State Health Society, Assam” payable at Guwahati from 19/11/2012 To 11/12/2012. The RFP Document may be obtained during office hours on all working days. The RFP Document may also be downloaded from the official website of NRHM, Assam (www.nrhmassam.in) from 19/11/2012 to 11/12/2012. The bidder who has downloaded the bidding document from the website has to pay Rs. 1,000/- (Rupees one thousand only) (non-refundable) in the form of Demand Draft/Bankers Cheque in favour of “State Health Society, Assam”, along with the bid.
- At any time prior to the date of submission of bid, the authority inviting RFP may, for any reason, whatever at his own initiative or in response to a clarification from a prospective bidder in writing, modify the RFP Document by an amendment. All prospective bidders who have received the bidding document will be notified of the amendment in writing and the amendment shall be binding on them. In order to provide reasonable time to take the amendment into account in preparing the bid, the authority inviting RFP, may at its discretion, extend the date and time of submission of bids.
- Bids shall be opened in presence of bidders or their representatives who intend to witness the opening, on the specified date and time.
- All bids must be accompanied by Earnest Money Deposit (EMD) as specified in the Bid Document and Court Fee Stamp of Rs. 8.25/-.
- The bid and correspondence and documents shall be in the English language.
- The RFP Document is not transferable.
- The proposal document shall be signed by the proposer in all the pages with official seal.
- Measurement, Inspection, Testing and Acceptance Testing
 - NRHM, Assam will release payment on the basis of all accounts of quantities of work and bill of services rendered by the vendor. Representative of NRHM Assam will verify necessary details with outcomes as per normal expectations and terms and conditions of the RFP.
 - The Vendor shall warrant that the material supplied for the work shall be new and free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications.
- In case of consortium, bidder must provide relevant details of all parties forming the consortium. All the licensing requirements should be fulfilled by prime bidder. The prime bidder shall be responsible for billing on its own behalf and on behalf of consortium partners.
- Interested eligible bidders, if they so desire, may obtain further information from the Office of the Authority inviting RFP.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

2. Deliverables:

- a) Establishment of Call Centre at Guwahati City which should support local languages like Assamese, Bengali, Hindi, English, Bodo, etc.
- b) Operational of Call Centre (from 9:00 AM to 6:00 PM).
- c) Call Centre to be made operational within 45 days from the date of issue of work order.
- d) Post Sale Service for equipments and connectivity

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

3. Pre-qualification criterion and Documents to be submitted:

Bidder/ all consortium partners will have to provide the following particulars and should meet the following criterion:

SI	Pre-qualification criterion for the Bidder	Documents to be submitted
1	<ul style="list-style-type: none"> ➤ Should be registered body under the Indian Societies Registration Act / Indian Religious and Charitable Act/ Indian Trust Act/ Indian Company Registration Act or their state counterparts with at least 3 years of experience in the relevant field. 	<ul style="list-style-type: none"> ➤ Detail of the organization (including Name, Complete Address, Phone No, Contact Person, Email ID, Brief Description of the organization, etc) should be provided as per Annexure B. ➤ Attested/Notarized copy of the registration certificate. ➤ Attested/Notarized copy of the updated valid VAT Registration certificate ➤ Attested/Notarized copy of up-to-date Trade license ➤ Attested/Notarized copy of Income Tax PAN Card No (Photocopy of the PAN Card need to be submitted).
2	<ul style="list-style-type: none"> ➤ Should have experience of setting up and operating at least one Call Centre that provide Health Advice, etc for at least one year. 	<ul style="list-style-type: none"> ➤ Detail report of Call Centre to be included (Name of the Centre, Name of the Customer, Date of Operational, Nature of work)
3	<ul style="list-style-type: none"> ➤ Average Annual Turnover of the Bidder during last three financial years should not be less than 50 Lakhs. 	<ul style="list-style-type: none"> ➤ Annual Turnover of last 3 years (year wise break up need to be provided) as per Annexure C ➤ A copy of last three financial years' relevant audited balance sheets should be submitted with the offer. If the audit for the year 2011-2012 is not yet completed then provisional balance sheet signed by

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

SI	Pre-qualification criterion for the Bidder	Documents to be submitted
		Chartered Accountant & CEO/CFO should be enclosed.
4	<ul style="list-style-type: none"> ➤ The bidder should not have been blacklisted by any government organization. 	<ul style="list-style-type: none"> ➤ Self-declaration certificate regarding the matter that the organization is not blacklisted by any Government Organization. ➤ Should submit a self declaration for not being under legal action for corrupt or fraudulent practices.
5	Other Documents (to be submitted by the bidder along with the proposal)	<ul style="list-style-type: none"> ➤ Non refundable court fee stamp of Rs.8.25 (Rupees eight & paisa twenty five) only. ➤ Bids must be accompanied by Earnest Money Deposit (EMD) in the form of Demand Draft/ Bankers Cheque in favour of State Health Society, Assam. EMD submitted in any other form or bids without EMD shall not be entertained. The amount of EMD shall be Rs. 2 Lakhs (Rupees two lakhs only). The EMD of the successful bidder shall be retained till completion of the bidding process but shall not carry any interest. If the successful bidder fails to execute the agreement within the specified time, or withdraws his bid within the validity of the bid, the EMD shall be forfeited. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of the bid. ➤ The proposal document shall be signed by the proposer in all the pages with official seal.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

SI	Pre-qualification criterion for the Bidder	Documents to be submitted
		<ul style="list-style-type: none">➤ List of equipments along with other works should be mentioned as per Annexure D➤ Value Added Services that will be included free of cost to be mentioned➤ Any other information, which may be useful in the process of evaluation

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

4. Technical Bid: Cover – A

All the documents mentioned in “**3. Pre-qualification criterion and Documents to be submitted**” should be put in a separate sealed envelope and marked as “Technical Bid: Cover – A”.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

5. Price Bid: Cover - B

Price Bid should be submitted as per format mentioned below in a separate sealed envelope marked as “Price Bid: Cover – B”:

Name of the Company	
Complete Address	
PAN No	
CST/ VAT No	
Service Tax No	

SI	Type of Expenditure	25 Seats		50 Seats		75 Seats		100 Seats	
		Qty	Cost per Anum (Rs. In Lakhs)	Qty	Cost per Anum (Rs. In Lakhs)	Qty	Cost per Anum (Rs. In Lakhs)	Qty	Cost per Anum (Rs. In Lakhs)
A	Capital Expenditure								
1	Hardware Cost								
2	Software and Licenses								
3	Other Cost (Please specify)								
4									
5									
6									
	Sub Total - CAPEX								
B	Operational Expenditure								
1	Manpower (Please give detail breakup)								
2	Training of Manpower								
3	Rent								
	Electricity								
	Housekeeping								
	Security								
	Internet Charge								
	Outgoing Phone Call Charge								
	AMC								
	Contingency								
4	Others (Please specify)								
	Sub Total - OPEX								
	GRAND TOTAL								

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

6. Selection Criteria

- Short listed parties will be invited for presentation of technology that will be used before opening the Price Bid. The time and venue for the presentation shall be intimated to the Applicants. All Applicants shall be required to make presentations up to 30 minutes, before opening of Financial Proposals, to demonstrate their credentials before the Evaluation committee and to submit hard copies during the presentation. The presentation shall broadly cover the following aspects:
 - Brief Company profile, local presence, associates, major clients & projects etc.
 - Experience and capabilities of conducting similar assignments
 - Understanding of assignment along with methodology indicating broad scope of work and road map
 - Architecture of the proposed system
 - Proposed Key Personnel along with Team Leader and Manpower commitment. The key personnel, as given by the bidder in the technical proposal should not change during the tenure of the contract, without prior approval of the Mission Director, NRHM, Assam.
 - Proposed site of Call Centre with availability of Space and necessary infrastructure.
- Technical Marks will be given based on the basis of Applicant's Experience, Architecture, Presentation, Availability of Space, Expertise, HR and financial capability. Only those Applicants who's Technical Proposals score 70 marks or more out of 100 shall qualify for further consideration.
- Financial Bids will be opened for technically qualified Bidders only.
- Selection will be based on total marks scored in Technical and Financial Bid. Bidder with Maximum Marks will be selected.

Total Marks = {30 X (Technical Marks of the Bidder/ Maximum Technical Marks Scored by any bidder)} + {70 X (Lowest Bid / Price Quoted by the Bidder)}

Where

Price Quoted = CAPEX + OPEX.

- Mission Director, NRHM, Assam reserves the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.
- Selected parties will have to sign a service level agreement after issue of the work order.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

7. Other Terms & Conditions

i) AGREEMENT

The successful bidder shall execute an agreement on a non-judicial stamp paper of value of Rs.100/- (stamp duty to be paid by the bidder) within 10 days from the date of the intimation from Tender Inviting Authority informing that his tender has been accepted or within 10 days from the date of issue of purchase order

ii) SECURITY DEPOSIT

The successful bidder, within 10 days of signing of the agreement, shall be required to submit Security Deposit of 10 % of the order value in the form of Bank Guarantee (BG) from any Indian Scheduled-A Bank in favour of the Tender Inviting Authority valid for a period of 1 year from the date of supply. However, if the supplier fails to execute the order or fails to perform the services as per agreement, in addition to other penal actions, the bank guarantee shall be encashed and the amount will be forfeited.

iii) SUPPLY AND COMMENCEMENT CONDITIONS

a) Work Order

Work order will be placed on the successful bidder at the discretion of the Tender Inviting Authority.

b) Specifications and Quality

The items supplied by the successful bidder shall be of the best quality and shall comply with specifications, stipulations and conditions specified. Services provided by the Bidder should be of best quality.

c) Delivery Period

The Call Centre to be made operational within 45 days from the date of order.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

d) Penalty for Delayed Delivery

- (i) In case there is delay in operational of the Call Centre beyond the stipulated period as mentioned in the work order, there shall be reduction in price @ 0.5% of the value of work order per week of delay or part thereof subject to a maximum of 10% of the total order value.
- (ii) Once the maximum price reduction is reached, termination of the contract may be considered. Non-performance of the contract provisions shall make the successful bidder liable to be disqualified to participate in any tender for the next 5 years, in addition to forfeiture of Security Deposit and other penal actions.

e) Guarantee

Supplier shall give guarantee against any and all defects in design, workmanship of material and performance for a period of 12 months (or as specified in the PO) from the date of commissioning/installation. Should any defects develop during the guarantee period, it should be remedied promptly free of cost by the supplier and all expenses for transportation of goods necessitated for such repairs or replacement shall be borne by the supplier. The guarantee period for such repaired/replaced goods shall again be 12 months from the date of commissioning/installation.

iv) FORCE MAJEURE

The above conditions of delivery period, price reduction & termination etc. are subject to force majeure conditions which are beyond the control of the supplier, do not involve fault or negligence of the supplier and are not anticipated. Such events may include but are not limited to riots, mutinies, war, fire, storm, tempest, flood, earthquakes, epidemics, or other exceptional causes like quarantine restrictions, freight embargoes. On specific request made by the bidder the time period of supply may be extended by the Tender Inviting Authority at his discretion for such period as may be considered reasonable. However, the condition shall not include scarcity of raw materials, power cut, labour dispute, failure of sub-vendor and increase in cost of raw material.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

v) PAYMENT PROVISIONS

- a) No advance payments will be made to the successful bidder.
- b) Payments towards the supply of the product will be made strictly as per rules of the Tender Inviting Authority. Full payment will be made only after satisfactory completion of supply of entire ordered quantity and subject to furnishing of requisite Bank Guarantees.
- c) On completion of supplies/services, bills/ invoices should be raised in triplicate in the name of the Tender Inviting Authority.
- d) If at any time during the period of contract, the price of tendered items is reduced or brought down by any Law or Act of the Central or State Government or by the bidder himself, the bidder shall be bound to inform Tender Inviting Authority immediately about such reduction in the contracted prices. Tender Inviting Authority is empowered to unilaterally effect such reduction as is necessary in rates in case the bidder fails to notify or fails to agree to such reduction in rates.
- e) In case of any enhancement in excise duty due to notification of the Government after the date of submission of bids and during the validity period of contract, the quantum of additional excise duty so levied will be allowed to be charged extra as a separate item without any change in price structure of the product approved under the tender. For claiming the additional cost on account of the increase in excise duty, the bidder should produce a letter from the concerned Excise Authority confirming payment of additional excise duty on the goods supplied to the Tender Inviting Authority and also must claim the same in the invoice separately.
- f) Tender Inviting Authority will have the right to receive supply even after expiry of contractual delivery date and in such case, price reduction as specified under Clause No.16 e (i) will be applicable.
- g) If the supply is received in damaged condition it shall not be accepted. In case of damage in the packing, the supply will be accepted only after levying penalty as decided by the Tender Inviting Authority on the total value of supply to that particular warehouse.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

vi) ANNULMENT OF AWARD, FORFEITURE OF SECURITY DEPOSIT & FRESH AWARD

Failure of the successful bidder to comply with the requirements of signing of agreement and / or submission of security deposit within the time schedule as stipulated above shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security/EMD. Under such a situation, the proposal may be reviewed for award of the contract on the next lowest evaluated technically qualified bidder or go for a fresh bid depending on the circumstance. In case it is decided to go for the next lowest bidder, negotiation may be considered to bring down their price nearer to the originally evaluated lowest bid.

vii) ARBITRATION

Any dispute whatsoever in any way arising out of or relating to the contract shall be referred to arbitration of the Mission Director, National Rural Health Mission, Assam or to the sole arbitration of some person nominated by him. There shall be no objection if the arbitrator so appointed happens to be an employee of National Rural Health Mission, Assam. The award of the arbitrator shall be final, conclusive and binding on all parties.

viii) LAWS GOVERNING THE CONTRACT & JURISDICTION

The contract shall be governed by the laws in force in India. In the event of any dispute arising out of the tender such dispute would be subject to the jurisdiction of the Court within the city of Guwahati only.

- 8. “Technical Bid: Cover – A” and “Price Bid: Cover- B” should be put in two separate sealed envelopes and they should be put in a bigger sealed envelope. On the top of which, it should be written as “RFP – Establishment of MCTS Call Centre”.**

Last date of submission of proposal in sealed envelope is **2:00 PM** of **12/12/2012**. The proposal may be submitted to:

**The Mission Director
National Rural Health Mission, Assam
Saikia Commercial Complex
G. S. Road, Christianbasti
Guwahati – 781005, Assam**

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

Incomplete application form or application submitted by organizations that do not fulfill eligible criteria will be rejected.

**Mission Director
NRHM, Assam**

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

Undertaking by the vendor

I have read all the terms, conditions, enclosures and the whole revised tender document (No.....) Dated from (page no 1 to page no.....) and understood the contents. As a token of acceptance of all the terms of tender, I am here by submitting the entire tender document in physical format. I am designated and authorized by my firm to fill in this tender and therefore I am submitting this in the form of undertaking. My authorization letter is also attached herewith.

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

Annexure A **Draft Script**

1. Welcome

- Namaskar
- Welcome to MCTS (Mother & Child Tracking System) Call Centre
- I am speaking from MCTS Call Centre of National Rural Health Mission, Assam, Department of Health & Family Welfare, Govt. of Assam

2. Verification

- As per our record, your name is Husband Nameof Village under Sub Centre under BPHC Of District. Please confirm whether the record is correct or not. Thank you.
- As per our record, you have conceived and your LMP date is Please confirm.
- Thank you. Congratulation and all the best.

3. Pre recorded Welcome message

4. Information about Govt. Schemes

- Thank you for your cooperation.
- I want to request you to keep in touch with your ASHA (Name of the ASHA) to get full benefit of the services to be provided to you from Government.
- Your due date of 2nd ANC is Please contact your ASHA (Name of the ASHA) go to the nearest VHND site for ANC check up. During ANC check up you will be given one TT injection. ANM will check your Blood Pressure and she will do other test. ANM will also test your Blood for Hemoglobin, Urine for Albumin and Sugar. All tests are free. It will help you to deliver a healthy baby. It is also good for your own health.
- If ANM find any complication, she will refer you to Hospital. Please don't ignore the advice of ANM and ASHA.
- You are requested to take nutritional food during delivery. It will help to deliver a healthy baby.
- During 2nd ANC and 3rd ANC, a cheque of Rs. 500/- each will be provided to you from Govt. of Assam under "Mamoni" scheme. Please open a Bank Account with the help of ASHA to deposit the money. Bank will not charge any money for that. Hope you have already received a pictorial booklet "Mamoni" which is about care to be taken during pregnancy period, during delivery and after delivery.
- All tests done at Hospital are free under "Janani and Sishu Surakhsha Karyakram (JSSK)" of Govt. of India. Hospital will not charge any money from you including Registration fee.
- Your Expected Date of Delivery is Please go to hospital for delivery as per advice of ANM and ASHA. ASHA will accompany you during delivery. Delivery at Govt. Hospital is

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

- free. All tests done during delivery will be free. Medicines will be provided to you free of cost. If required, we'll provide free C-Section.
- When you feel labour pain, please call "108". 108 Ambulance will drop you to the nearest hospital for delivery. It is completely free. You will also be dropped back to Home after delivery free of cost.
 - Breastfeeding of your child should be started within 1 hour after delivery. It will help your child to fight against many diseases. Please give only breast milk to your child for 6 months. No other food should be given to your child for 6 months.
 - You are requested to stay at hospital for at least 48 hours after delivery. During hospital stay, we'll provide free diet to you. It will be good for you as well as your baby. If any complication arises, there are facilities available in our hospital to give treatment in our hospital.
 - If you stay for 48 hours after delivery, we'll provide one Baby Kit called "Mamata" which consists of a mosquito net, baby soap, powder, oil, blanket, towel, flannel cloth and a plastic sheet for your baby.
 - During discharge from Hospital, you will be provided a cheque of Rs. 1,400/- (if you are from Rural Area) and Rs. 1,000/- (If you are from Urban Area) under Janani Suraksha Yojana (JSY). But for that you have to stay in the General Ward of Hospital.
 - You are requested to give all doses of vaccine to your child as per advice of ANM and ASHA.
 - For any emergency, please call "108".
 - For any Medical Advice, please call "104"
 - If you have any complaint regarding service delivery or anybody ask you money during delivery or free medicine is not provided to you or you have been deprived from any of the free services mentioned, please call "104".

5. Closing

- Thank you for your cooperation.
- We wish you a healthy baby.
- Please keep in touch with your ASHA (name of the ASHA) and ANM (name of the ANM)

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

Annexure B **Information of the Bidder**

Sl		
1	Name of the Bidder	
2	Registration No and Valid Up to	
3	Address of the Registered Office	
	Phone No:	
	Fax No:	
	Official Email ID:	
4	Year of Establishment	
5	Type of Organization (NGOs/Health Providers/Trusts/Govt./Semi Govt. organizations)	
6	Name & Designation of the Authorized Signatory	
7	Contact Person	
	Name:	
	Designation:	
	Phone No:	
	Fax No:	
	Mobile No:	
	Email ID:	
5	Website	
6	Address of Guwahati/ Assam Office	
7	Contact Person of Guwahati, Assam Office	
	Name:	
	Designation:	
	Phone No:	
	Fax No:	
	Mobile No:	
	Email ID:	
8	Date of Operational of Call Centre Services in India	
9	Date of Operational of Call Centre Services in Assam	
10	Brief Description of the organization	

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

Annexure C

Annual Turnover Statement

The Annual Turnover of M/s _____ for the past three years and concurrent commitment for the current financial year are given below and certified that the statement is true and correct.

Sl	Year	Turnover (Rs. In Lakh)
1	2009-10	
2	2010-11	
3	2011-12	
Total		
Average turnover per annum		

Concurrent Commitment

Sl. No.	Contract Ref.	Purchaser	Total Contract Value	outstanding Value	Estimated Delay in completion date

Date :

Signature of Auditor/

Chartered Accountant

Seal :

(Name in Capital)

REQUEST FOR PROPOSAL – Establishment of MCTS Call Centre

Annexure D

Details of Deliverables (Equipments/ Other Works/ Civil Works)

Sl	Particulars / Item	Make/ Model	Warranty
1			
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