

Government of Rajasthan  
National Rural Health Mission  
Rajasthan State Health Society

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DOCUMENT  
OF  
EXPRESSION OF INTEREST (EOI)  
FOR  
IMPLEMENTATION OF  
RAJEEV GANDHI MOBILE MEDICAL SERVICES  
IN  
RAJASTHAN

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Mission Director, National Rural Health Mission, 3<sup>rd</sup> Floor, RSHDP Building,  
Swasthya Bhawan, Tilak Marg, JAIPUR- 302005.

## Disclaimer

1. Though adequate care has been taken in preparation of this *Expression of Interest* Document, the Bidder should satisfy himself that the document is complete in all respects.
2. Neither National Rural Health Mission (NRHM), Rajasthan nor their employees or consultants make any representation or warranty as the accuracy, reliability or completeness of the information in this Eol and it not possible for the NRHM to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Eol. Certain prospective Bidders may have a better knowledge of the Project than others. Each prospective Bidder should conduct his own investigations and analysis and check the accuracy, reliability and completeness of the information in the Eol and obtain independent advice from appropriate sources.
3. Neither National Rural Health Mission (NRHM), Rajasthan nor their employees or consultants will have any liability to any prospective Bidder or any other person under the law of contract, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this Eol, any matter deemed to form part of the Eol, the award of the Project, the project information and any other information supplied by or on behalf of NRHM or their employees, any consultants or otherwise arising in any way from the selection process for the Project.
4. NRHM reserves the right to reject any or all of the Eols submitted in response to this Expression of Interest at any stage without assigning any reasons whatsoever.
5. NRHM reserves the right to change any or all of the provisions of this Expression of Interest. Such changes would be intimated to all parties procuring this Expression of Interest.
6. NRHM reserves the right to change, modify, add to or alter the Selection Process including inclusion of additional evaluation criteria for further short listing of Bidders at later stages. Any change in the selection process shall be intimated to all concerned parties.

## Section-I

### THE EXPRESSION OF INTEREST

Government of Rajasthan  
National Rural Health Mission, Rajasthan State Health Society,  
Swasthya Bhawan, Tilak Marg, Jaipur-302005.

No.F-21(15)/NRHM/MMU-Block/2009/8970

Dated 27.09.2010

#### INVITATION OF EXPRESSION OF INTEREST (EoI)

Government of Rajasthan through Rajasthan State Health Society intends to implement "Rajeev Gandhi Mobile Medical Service Programme" with introduction of a fleet of Mobile Medical Vans. The Society invites Expression of Interest (EoI) from eligible private sector/non-government entities who intend to professionally manage and implement the programme.

The purpose behind floating this Expression of Interest is to find out, if capability exists in private enterprise/non-government entity to manage such services by centrally located technologically intensive methods for more efficient and effective delivery of desired services to the end beneficiaries i.e. people living in remote locations who are in need of basic health care at their doorstep. The scope of work includes-

1. Call Centre at State Headquarters managed by service provider.
2. GPRS based Tracking System for monitoring of Vehicle's locations.
3. Biometrics voice recognition of available staff at camp site.
4. Online Mobile HMIS System.
5. Online Inventory System for Drugs, Medicines and lab tests.
6. Tamper proof silent observer/recorder for X-Ray machines.

National interested entities, including consortium of not more than two entities meeting the following criteria may submit the Expression of Interest:

1. Single entity/consortium of organizations/institutions registered/incorporated in accordance with the applicable law.
2. Experience in implementation of such projects/schemes.
3. An average annual turn over of Rs 25.00 crores during the last 2 years.
4. Clear proposed implementation methodology and well considered technical proposal.
5. Qualified Consultants/personnel engaged.

Note 1: It is clarified that the aforesaid eligibility criteria is the minimum eligibility criteria and if required, additional qualification filters can be introduced at RFP stage.

Note 2: In case of consortium, there should be a formal agreement between the partners accepting severe and joint responsibility for implementation of the project and reference of Lead Partner of the consortium. For the purpose of eligibility criteria, inclusive submission of both partners will be considered.

The EoI document can be downloaded from [www.rajswasthya.nic.in](http://www.rajswasthya.nic.in). Interested entities need to submit a brief profile of the organization/consortium members, audited financial statements for 2008-09 and 2009-10, certificates and evidence of relevant experience etc.

Interested bidders may send their Expression of Interest in the format prescribed in the EoI document to: Mission Director, NRHM, Rajasthan State Health Society, Directorate of Medical, Health & Family Welfare Services, 3<sup>rd</sup> Floor, RHSDP Building, Swasthya Bhawan, Tilak Marg, Jaipur (Rajasthan)-302005.

LAST DATE FOR SUBMISSION OF EOI – Upto 6.00 PM on 2<sup>nd</sup> November, 2010

Government of Rajasthan and the Rajasthan State Health Society reserves right to accept or reject any application and to annual the selection process without incurring any liability and without assigning any reason thereof.

The eligible/short listed entities would be issued Draft Request for Proposal (RFP) document and would be called for Pre-Bid Meeting, date of which would be intimated at a later stage.

Mission Director, NRHM

## Section – II

### Description of the Project

Rajasthan, situated at the northwestern part of India is the biggest state in the country of India. The huge portion of the state of Rajasthan is desiccated and houses the biggest Indian desert- the Thar Desert. The oldest chain of fold mountains- the Aravali Range splits the state into two geographical zones- desert at one side and plain/forest belt on the other.

The state of Rajasthan has an area of 342,239 sq. km. and a population of 56.51 million (2001). There are 33 districts, 248 blocks and 41353 villages. The State has population density of 165 per sq. km. (as against the national average of 312). The decadal growth rate of the state is 28.41% (against 21.54% for the country) and the population of the state continues to grow at a much faster rate than the national rate.

In rural areas 30.99 per cent families are BPL compared to 10.79 per cent in urban areas. The data shows that the districts with sizeable population of scheduled tribes, viz., Banswara, Dungarpur, Udaipur and Chittorgarh have the highest proportions of persons BPL. Therefore, many villages and hamlets; especially those in remote and inaccessible area, due to difficult geographical terrain or seasonal inaccessibility or villages without Anganwari/ SC or sub centers without ANM or non acceptors due to religious or any other reason and urban slums are not being adequately covered.

Rajasthan has an extensive physical infrastructure and large manpower engaged in 7 Medical Colleges, 25 Associated Hospitals, 33 District Hospitals, 6 Satellite, 12 Sub-divisionals, 199 City Dispensaries, 248 blocks, 368 CHCs, 1503 PHCs & 11488 Sub-centres to deliver various health services. Despite of all efforts some areas or sections of population are always left out where the health situation is still far from people belong to remote places.

#### Mobile Medical Unit

Access to health care and equitable distribution of health services are the fundamental requirements for achieving Millennium Development Goals and the goals set under the National Rural Health Mission (NRHM) launched by the Government of India in April 2005.

Many areas in the State predominantly tribal and desert areas, even in well developed districts lack basic health care infrastructure limiting access to health services at present. Over the years, various initiatives have been taken to overcome this difficulty with varied results. Under the NRHM, provision of Mobile Medical Unit (MMU) in each district is one of the strategies to improve access.

Overall purpose of this initiative is to reach the left out and hard to reach area i.e. to promote overall health of the poor especially mother and child living in far- flung and vulnerable areas by concentrating efforts and resources; in reaching inaccessible and un-approached areas

With the objective to take health care to the doorstep of the public in rural areas, especially in under-served areas, twelve districts would be provided only one unit, i.e. Ajmer, Alwar, Bharatpur, Bhilwara, Bundi, Dausa, Ganganagar, Hanumangarh, Jaipur, Rajsamand, Sikar and Tonk. Rest all desert and Tribal districts would be provided two mobile units. Therefore total 52 (12+40) mobile medical units are needed.

There are two vehicles in each Mobile Medical unit- a staff vehicle and a Diagnostics Van which contains modern instruments and equipments like ECG machine, Ultrasound machine X-ray machine, Semiautoanalyzer, Auto film processor, centrifuge, microscope, scoop stretcher, etc.

Out of two categories of vehicles in one mobile medical unit that is provided to the districts, there is a Van for the staff to move along the Mobile Medical unit and a Mobile Medical Diagnostic van, fully equipped with the instruments. Hence one unit comprises of two vehicles. These units provide medical facilities in the difficult hilly and desert terrain, which are normally not approachable by public transport.

#### **A1.Type of services to be provided**

Every Mobile Medical Unit ensures to provide the following services:

##### **Curative:**

- Treatment of minor ailments,
- Referral of complicated cases
- Early detection of TB, Malaria, Leprosy, etc. other locally endemic communicable diseases and non-communicable diseases such as hypertension, diabetes and cataract cases etc.
- Minor surgical procedures and suturing
- Specialist Services such as O&G Specialist, Pediatrician and Physician.

##### **Reproductive & Child Health Services:**

- Ante-natal check up related services e.g. injection tetanus toxic, iron and folic acid tablets, basic laboratory tests such as hemoglobin, urine for sugar and albumin and referral for other tests as may be required;
- Referral for complicated pregnancies;
- Promotion of institutional delivery;
- Post-natal check up;
- Immunization clinics (to be coordinated with nearby Sub-Centres, PHCs)
- Treatment of common childhood illness such as diarrhea, ARI/Pneumonia, complication of Measles etc.;
- Adolescents care such as lifestyle education, counseling, treatment of minor ailments and anemia etc.;

##### **Family Planning Services:**

- Counselling for spacing and permanent method;

- Distribution of Nirodh, oral contraceptives, emergency contraceptives;
- IUD insertion
- Diagnostic
- Investigation facilities like hemoglobin, urine examination for sugar and albumin;
- Smear for malaria and vaginal smear for trichomonas;
- Clinical detection of leprosy, tuberculosis and locally endemic diseases;
- Screening of breast cancer, cervical cancer etc.
- Emergency services and care in times of disasters/epidemics/ public health emergencies/ accidents etc.
- IEC Material on health including personal hygiene, proper nutrition, hazards of tobacco, diseases, PNDT Act etc., RT/STI, and HIV/AIDS.

## **A2. Composition of the Team for MMU**

- Medical Officers: 2 , Preference being given to a Lady Medical Officer
- Sonologist : 1
- Nurse : 1
- Laboratory technician : 1
- X-Ray Technician : 1
- Pharmacist : 1
- Helper : 1
- Drivers: 2

## **A3. The expected outputs of the Medical Mobile Unit are**

- Increased accessing of healthcare services by the population in very interior and remote, tribal areas, particularly for maternal health problems, neonatal and infant health problems, as well as general health problems
- Reduced number of deaths of women in child birth by identifying high risk cases and referring.
- Increased accessing of hospital services for incidents of Neonatal and childhood illnesses
- Increased health confidence in the rural population
- Reduced dependence on quacks and magical remedies.

### **Why this EOI is floated?**

The MMUs are presently functional through stakeholders/NGOs. It is being felt that overall performance of present system is not encouraging. It has also been difficult to get regular & accurate monitoring of these MMUs in the field. NRHM had also faced difficulty in identifying the problems occurring in these services and taking remedial action in timely manner. Keeping view of the experience of running MMUs, it has been decided to study feasibility of operating MMUs through a **single centralized service provider.**

The purpose behind floating this Expression of Interest to find out, if capability exists in private enterprise to provide end-to-end implementation of the programme as detailed in Para A including providing all services envisaged, engaging & deployment of required manpower at level of service provider and management & monitoring these services by centrally located technologically intensive methods for more efficient & effective delivery of desired services to the end beneficiaries i.e. people living in remote locations who are in need of basic health care at their doorsteps.

Amongst other things, the following technical Modalities would also be required.

<b>Requirements</b>	<b>Technical Modalities</b>
Actual Location of vehicle at camp site	GPS based Vehicle location Tracking System
Availability of Doctors, staff at camp location between 10 am to 5 pm	Voice recognition System for Attendance.
Total No. of camps held within stipulated time	Online Mobile HMIS System
Total no. of Lab investigations done	Centralized Inventory Management
Total Medicines distributed during camps	Centralized Inventory Management.
Total no. of X-Rays done	Tamper proof silent observer/Recorder
The patients could be able to consult the specialist at centralized call centre via GPS.	Centralized Call Centre
Total No. of patients attended Central	Biometric patient log
Audio-visual contact with remote site	Suitable technology

The list of requirements & indicated technical modalities are purely indicative and not exhaustive and new ideas & innovations are welcome which could add to the envisaged strategy to effectively achieve the desired objective of these services.

## Section – III

### Selection Process

The selection process involves an Expression of Interest followed by a detailed evaluation of Shortlisted Bidders, and their proposals.

The description of the selection process after the EOI in this document is brief and indicative in nature, and has been provided so that Bidders develop an appreciation of the approach governing the design of the detailed selection process. The process to be followed for the selection shall be specified in the Bid Documents, so to be provided after the receipt of the EOIs, which would be made available to the Shortlisted Bidders.

#### FIRST STAGE (EXPRESSION OF INTEREST)

As a part of the First Stage of the Selection Process, NRHM is issuing this Expression of Interest Document, inviting prospective Bidders to submit their proposals indicating their Expressions of Interests. The information required to be provided by the Bidders submitting their EOIs is outlined in Section-IV. The EOIs submitted by Bidders shall be initially scrutinized to establish “Responsiveness”. An EOI may be deemed “Non-Responsive” if it does not satisfy any of the following conditions:

- It is not received by the due date specified below.
- It does not include sufficient information for it to be evaluated and/or is not in the formats specified.
- It is not signed and/or sealed in the manner and to the extent indicated in Section-V of this EOI document.

The EOIs of “Responsive” Bidders shall be evaluated to check for compliance with the Minimum Eligibility Criteria as per stipulations detailed in Section-IV. Shortlisted Bidders shall be subsequently invited to submit their capability and detailed proposals as a part of the Second Stage of the Selection Process.

#### SECOND STAGE

Bidders should note that while they are required to meet the basic Minimum Eligibility Criteria as a part of the EOI, they would also be subjected to a more detailed evaluation as a part of the Selection process beyond the EOI, i.e. the Second stage. This could entail an assessment on the following-

- a) Technical capability wherein the capability of the bidder to take up the Project Activities would be assessed.
- b) Financial capability wherein the capability of the bidder to undertake the project activities is assessed.
- c) Financial Offer.

The second stage of the Selection Process would involve a Request for Proposal (RFP) consisting of the above components. NRHM would retain the right within the above broad framework to make modifications, which would be applied, uniformly to all Bidders. The detailed scoring parameters and weightages would be presented in the Bid Documents issued after shortlisting.

### KEY DATES

#### **Last date for submission of EOI**

The bidders are required to submit their Expression of Interest latest by 6.00 PM on 02/11/2010 to Mission Director, NRHM, 3<sup>rd</sup> Floor, RSHDP Building, Directorate of Medical & Health Services, Swasthya Bhawan, Tilak Marg, Jaipur-302005.

Shortlisted Bidders shall be intimated upon completion of the evaluation. Notice regarding the dates of issue of the Bid Documents shall be duly intimated. Time to implementation and quality of services would be critical factors impacting the success of the project and NRHM is committed ensuring that the selection process is speedy, fair and transparent.

## Section-IV

### Minimum Eligibility Criteria

The objective of the Minimum Eligibility Criteria is to identify Bidders who have the Financial Capability and Technical Capability to take this project through to successful and timely implementation.

#### CONSIDERATION FOR EVALUATION

##### Minimum Eligibility Criteria

The consideration for evaluation of the Minimum Eligibility Criteria and the shortlisting of “Responsive Bidders” shall be guided through a weighted marking system framework as follows:

**Total Score= 100**

SN	Minimum Eligibility Criteria	Marks	Maximum Marks
1.	<b>Single entity/consortium of organizations/institutions registered /incorporated in accordance with the applicable law.</b>	10	10
2.	Experience in implementation of such projects/ schemes.		20
	Experience of one year	10	
	Experience of two years	15	
	Experience of three years	20	
3.	<b>An average annual turn over of Rs 25.00 crores during the last 2 years.</b>		10
	Turn over upto Rs 25.00 crores	5	
	Turn over above Rs 25.00 crore but upto 30.00 crore	7	
	Turn over above Rs 30.00 crores	10	
4.	<b>Clear proposed implementation methodology and well considered technical proposal.</b>		30
	Quality of proposed implementation methodology	15	
	Inclusion of innovativeness and best practices	15	
5.	<b>Qualified Consultants/personnel engaged.</b>		30
	GIS/GPS expert	6	
	e-governance expert	6	
	IT/Database & management/communication expert	6	
	Bio-Medical expert	6	
	Programme Management expert	6	
	<b>Total Marks</b>		100

The EOIs received will be evaluated by a committee constituted for the purpose and the NRHM reserves the right to reject any proposal without assigning any reason. The entities securing minimum 50 marks in the EOI evaluation will be included in the short list.

**Section –V**  
**Submission of the EoI**

The information to be submitted by the Bidders in their EOIs is described below. The Bidder shall place 2 (two) copies (one original and the other duplicate) of the Expression of Interest in a sealed envelope.

Bidders are required to organize their Expression of Interest in the following Parts. The parts should be clearly identifiable;

Part 1- Covering letter as per the format specified in Section-VI, alongwith the original power of attorney authorizing the authorized signatory to act on behalf of the Bidder.

Part 2- Brief profile of the Applicant.

Part 3- Details of Applicant as specified in Section-VII.

Part 4- Documents/certificates/evidence of relevant experience.

Part 5- Audited financial statement of the Applicant for the last 2 financial years i.e. 2008-09 and 2009-10.

Part 6- EOI Document duly signed on each page in token of accepting all terms and conditions mentioned therein.

The EOI organized as above, shall be placed in a sealed envelope, with the following inscription: **“Expression of Interest (EOI) for implementation of Rajeev Gandhi Mobile Medical Services in Rajasthan”**

The Bidder can submit the EOI by registered post/courier or submit the EOI in person, so as to reach the under mentioned address by the stipulated time and date. NRHM shall not be responsible for any delay on any account in submission of EOI.

Mission Director, NRHM  
3<sup>rd</sup> Floor, RSHDP Building,  
Directorate of Medical & Health Services,  
Swasthya Bhawan, Tilak Marg, Jaipur-302005.

**INSTRUCTIONS TO BIDDEERS**

1. EOIs that are incomplete in any respect or those that are not consistent with the requirements as specified in this Expression of Interest Document or those that do not contain the Covering Letter or any other documents as per the specified requirements may be considered non-responsive and may be liable for rejection.
2. Strict adherence to formats, wherever specified, is required. Non-adherence to formats may be a ground for declaring the EOI non-responsive.
3. All communication and information should be provided in writing and preferably in English language.
4. All communication and information provided should be legible, and wherever the information is given in figures, the same should also be mentioned in words.
5. No change in, or supplementary information to an EOI shall be accepted once submitted. However, NRHM reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the EOI. Non

submission, incomplete submission or delayed submission of such additional information or clarifications sought by NRHM may be a ground for rejecting the EOI.

6. The EOIs shall be evaluated as per the criteria specified in this EOI document. However, within the broad framework of the evaluation parameters as stated in the EOI, NRHM reserves the right to make modifications to the stated evaluation criteria, which would be uniformly applied to all the Bidders.
7. The Bidder should designate one person (“Contact Person” and “Authorized Representative and Signatory”) authorized to represent the Bidder in its dealings with NRHM. This designated person should hold the Power of Attorney and be authorized to perform all tasks including but not limited to providing information, responding to enquiries, etc. The Covering Letter submitted by the Bidder shall be signed by the Authorized Signatory and shall bear the stamp of the entity thereof. The original Power of Attorney is also to be enclosed along with the covering letter as specified in Section-VI of this Document.
8. NRHM reserves the right to reject any or all of the EOIs without assigning any reason whatsoever.
9. Mere submission of information does not entitle the Bidder to meet an eligibility criterion. NRHM reserves the right to vet and verify any or all information submitted by the Bidder.
10. If any claim made or information provided by the Bidder in the EOI or any information provided by the Bidder in response to any subsequent query by NRHM, is found to be incorrect or is a material misrepresentation of facts, then the EOI will be liable for rejection. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole discretion of NRHM and if NRHM is adequately satisfied.
11. The Bidder shall be responsible for all the costs associated with the preparation of the Expression of Interest and any subsequent costs incurred as part of the Bidding Process. NRHM shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.
12. In very specific cases, where the Bidder is constrained by statute/law from fulfilling any specific provision of this document, the Bidder is encouraged to contact NRHM.

#### VALIDITY OF TERMS OF EOI

Each EOI shall indicate that it shall remain valid for a period of not less than 3 (three) months from the last date for submission of the EOI. NRHM may solicit the Bidder’s consent for extension of the period of validity.

**Section-VI**  
**Format of the Covering Letter**

*(The covering letter is to be submitted by the Bidder as a part of the EOI)*

Date:

Place:

Mission Director, NRHM  
3<sup>rd</sup> Floor, RHSDP Building,  
Directorate of Medical & Health Services,  
Swasthya Bhawan, Tilak Marg,  
JAIPUR-302005.

Dear Sir,

Sub: Selection of a Service Provider for implementation of the Rajeev Gandhi Mobile Medical Services in Rajasthan.

Please find enclosed 2 (two) copies (one original and one duplicate) of our "Expression of Interest" (EOI) in response to the advertisement of Expression of Interest (EOI) vide No.F.21(15)/NRHM/MMU-Block/2009/8970 dated 27.09.2010 for Selection of a Service Provider for implementation of the Rajeev Gandhi Mobile Medical Services in Rajasthan. We hereby confirm the following:

1. The EOI is being submitted by .....(*Name of the Bidder*) in accordance with the conditions stipulated in the EOI Document.
2. We have examined in detail and have understood the terms and conditions stipulated in the EOI Document issued by NRHM and in any subsequent communication sent by NRHM. We agree and undertake to abide by all these terms and conditions. Our EOI is consistent with all the requirements of submission as stated in the EOI Document or in any of the subsequent communications from NRHM.
3. .... (*mention the name of the Bidder*), satisfy the legal requirements laid down in the EOI Document. We as the Bidder designate Mr./Ms. .... (*mention name, designation, contact address, phone no., fax no., E-mail id, etc.*), as our Authorized Representative and Signatory who is authorized to perform all tasks including, but not limited to providing information, responding to enquiries, entering into contractual commitments, etc. on behalf of us in respect of the project.
4. We also enclose original Power of Attorney designating the said person as our Authorized Representative and Signatory.
5. We affirm that this proposal shall remain valid for a period of ...../*not less than 3 (three) months*/ from the last date for submission of the EOI. NRHM may solicit our consent for further extension of the period of validity.

For and on behalf of

Signature

(Authorised Representative and Signatory)

Name of the Person.....

Designation.....

**Section-VII**  
**Details of the Applicant**

**In case of a Single Entity:**

1.	Name and address of the Organization with postal code	
2.	Telephone number with STD Code	
3.	Fax No.	
4.	E-mail address, if any	
5.	Year of establishment	
6.	Chief Executive: Name, Address, Telephone No., E-mail id	
7.	Chief Contact Person: Name, Address, Telephone No., E-mail id	
8.	Reference of registration/ incorporation of the organization	
	<p>Documents enclosed in support of the EOI-</p> <p>1) .....</p> <p>2) .....</p> <p>3) .....</p> <p>4) .....</p> <p>5) .....</p> <p>6) .....</p> <p>7) .....</p> <p>8) .....</p> <p>9) .....</p> <p>10) .....</p> <p>Total pages.....</p>	

**In case of Consortium:**

SNo.	Name of the Member	Role*
1.		
2.		

- To specify whether Lead Member or Member.

Note: In case of consortium, additional details are to be annexed as in case of single entity in respect of each member of the consortium.

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**(Signature of authorized signatory)**

**Name of Signatory:**

**Designation:**

**Date:**

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