



National Health Mission

Rajasthan State Health Society

Request for Proposal (RFP)

Rate Contract

For

Bulk SMS Services

For

National De-worming Day,

IFA Program &

Seasonal Diseases

In Financial Year 2020-21

Last date and time for online submission of proposal: 3:00 pm on 07/04/2020

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Disclaimer

The information contained in this Request for Proposal (RFP) document or subsequently provided to Applicant(s), whether verbally or in documentary form by or on behalf of the National Health Mission, or any of their employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by the NHM or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Application and detailed Proposal. This RFP document does not purport to contain all the information each Applicant may require. This RFP document may not be appropriate for all persons, and it is not possible for the NHM, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Certain applicants may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. NHM, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. NHM may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

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Part-A1

Government of Rajasthan
Rajasthan State Health Society
NHM Block, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur

No. F.32(180)/NHM/CSR/Bulk SMS Services/Part-2/435

Date: 18/03/2020

INVITATION OF REQUEST FOR PROPOSAL (RFP) **RATE CONTRACT**

Medical & Health Department, Government of Rajasthan under National Health Mission through Rajasthan State Health Society intends to look for a service provider for **"Bulk SMS Services for National De-worming Day & Seasonal Diseases"**. For implementation of this project Request for Proposal (RFP) – 'Rate Contract' is invited from eligible private sector/ non-government entities who intend to professionally manage and implement the program. All details related to this RFP can be viewed and downloaded from website www.rajswasthya.nic.in; <http://sppp.rajasthan.gov.in> and <http://eproc.rajasthan.gov.in>. **The proposals shall be submitted online in electronic format on <http://eproc.rajasthan.gov.in>.**

Start date and time for downloading RFP document	Last date and time for downloading the RFP document	Last date and time for submission of online proposals	Date and time for opening of technical proposals.
18/03/2020 at 04:00 pm Wednesday	07/04/2020 at 2:00 pm Wednesday	07/04/2020 at 3:00 pm Wednesday	07/04/2020 at 4:00 pm Wednesday

Tender Fee of Rs. 5000/- , Bid Security **Rs. 3,16,000/-** and RISL Processing Fees Rs. 1000/- (in case of MSME firms of Rajasthan then Tender Fee is Rs. 2500/- and Bid Security would be as per rules). Tender fees for the document downloaded from website, Bid Security fees shall be deposited by the bidders separately as applicable by way of DD/ Banker's Cheque/ Bank Guarantee in favor of **"Rajasthan State Health Society, Jaipur"** payable at Jaipur and RISL Processing Fees by way of DD/ Banker's Cheque in favor of **"MD, RISL"** before the last date and time prescribed for submission of bids. The Tender Fee, Bid Security and RISL Processing Fees will be deposited physically at the office on or before date 07/04/2020 at 2:00 PM. **Estimated cost of the RFP is INR 158.00 Lakhs.**

Mission Director, NHM

Important information to prospective bidders
E-Procurement

1. Request for proposal (Rate Contract) for the "Bulk SMS Services" is invited through e-procurement system for selection of bidders.
2. The selection of bidders shall be carried out through e-procurement process. Proposal/ Bids are to be submitted online in electronic format on website <http://eproc.rajasthan.gov.in> as per RFP document.
3. All tender documents should essentially be signed digitally and submitted on <http://eproc.rajasthan.gov.in> in time as per checklist provided with the tender document. The checklist along with relevant page nos. should also be submitted with the tender.
4. Bidders who wish to participate will have to register on <http://eproc.rajasthan.gov.in> (bidders registered on eproc.rajasthan.gov.in earlier, need not to be registered again). To participate in online tenders, Bidders will have to procure Digital Signature Certificate as per requirement under Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency or they may contact e-Procurement Cell, Department of IT & C, Government of Rajasthan on the following address: **E-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur, e-mail: eproc@rajasthan.gov.in**

1.	The tender documents can be downloaded from http://eproc.rajasthan.gov.in . Details of this tender notification and pre-qualification criteria can also be seen in NIT exhibited on website http://sppp.rajasthan.gov.in & www.rajswasthya.nic.in Tender is to be submitted online in electronic format on http://eproc.rajasthan.gov.in
2.	1. The tender documents can be downloaded from website http://eproc.rajasthan.gov.in and cost of tender form downloaded from the website shall be deposited by the tenderer separately as applicable by way of D.D/ Bankers Cheque by Bid due date 2. In addition to the Tender Fee and Bid Security, RISL Processing Fees has to be physically deposited by way of DD/ Banker's Cheque/ Bank Guarantee.
3.	Last date & time for downloading of tender document, submission of online bids and opening of online bids. As per notification in Part-A1 of the RFP.
4.	Physical submission of Tender Fees, Bid Security and RISL Processing Fees at the Office of Tendering Authority: Mission Director, NHM, 3 rd floor, NHM Block, Swasthya Bhawan, Tilak Marg, Jaipur (Rajasthan) – 302005 is essential before opening of the Technical Bid. In absence of the above fees, the e-tender will not be processed further and the bid shall be rejected.
5.	Scanned copies of DD/ Banker's Cheque/ Bank Gaurantee of fees should be uploaded along with technical documents.
6.	Bidders are also advised to refer "Bidders Manual Kit" available on e-procurement website http://eproc.rajasthan.gov.in
7.	Bidders have to submit their quoted rates in BOQ format only. Bidders are advised to submit the online bid timely.
8.	Important: Training for the bidders on the usage of e-procurement system is also being arranged by RISL on regular basis. Bidders interested for training may contact e-procurement Cell for booking the training slot. Contact No: 0141-4022688 (Help desk 9:30 am to 6 pm on all working days) e-mail: eproc@rajasthan.gov.in Address: e-Procurement Cell, RISL, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur

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Part-A2 **Project Profile**

1. Name of the Project

Bulk SMS Services for National De-worming Day & Seasonal Diseases

2. Objectives

- To strengthen community awareness regarding National De-worming Day, IFA Program Non Communicable Diseases (NCD) and Seasonal Diseases like Dengue, Malaria, Swine Flu, Scrub Typhus, Corona virus etc.
- To use the technology & communication channels for creating awareness in community to take precautions for prevention from various seasonal and non-communicable diseases.

3. Project Authority

For more information, please contact		
Mission Director, NHM Rajasthan State Health Society, 3rd Floor, Room No. 301, NHM Block, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 Email: md-nrhm-rj@nic.in;	Sh. Ravindra Kumar Sharma, OSD, NHM 0141-222490, 9414367695; osdnhmraj@gmail.com	Dr. Rajendra Kumar Sharma, SNO (IT) oc-med-rj@nic.in Sh. Sumesh Singh, Consultant IT, NHM 9887283641; medicalcsr@gmail.com

4. Target:

Approximately 31.00 Crores SMS or 3.10 Lakhs Units/ Bundles (**1 Unit/ Bundle = 1000 SMS**) (in English, Hindi) need to be sent during the project period of 12 months.

5. Scope of Services

1. For effective implementation of National De-worming Day & IFA Program, it is important to alert and inform the functionaries about their time-bound activities through SMS. The message would be sent to the functionaries at State, District, Block level officers/ staff of Education, ICDS and Medical & Health Department. For community awareness regarding Non Communicable Diseases (NCD) and Seasonal Diseases like Malaria, Swine Flu, Scrub Typhus, Corona etc.
2. To provide online web-portal for user-management, information management and monitoring the real-time status of bulk SMS triggered, delivered successfully, pending and not delivered.
3. To provide user-id, password and training to the concerned staff of IT Cell (NHM).
4. The bulk SMS would be sent to the above functionaries and community as per schedule (SMS & Schedule would be provided by the concerned SNO). The successful bidder shall provide the full support in operations during the project period.
5. The successful bidder shall be responsible for storing the data (securely) at central server managed by the bidder and integration of APIs with department softwares.
6. The successful bidder should provide helpdesk, dedicated email, telephone/ mobile/ what's app number/ remote access/ computer hardware/ printer and operational technical manpower at IT Cell (NHM) to perform day-to-day operations, reporting, API integration etc.

7. The successful bidder shall provide all necessary business keyword on long code or short code, user manual, power point presentation and documentation for the project.
8. All types of Server Hardware, Software, Database, Data Storage, Data Security, Data Confidentiality, Internet Connectivity, Networking Equipments, Antivirus Software, Firewall etc required for Central Server shall be used by the successful bidder of its own.
9. It would be the responsibility of the successful bidder to use high end capacity server hardware, software, bandwidth connectivity etc to provide the quality services desired/ required by the NHM.
10. It will be the responsibility of the successful bidder to hand over all the project material in working & operational condition at the end of the project duration.
11. It will be the responsibility of the successful bidder to provide complete backup data backup of complete project period in two copies at the end of the project.

Reporting Features

Some illustrative reports are detailed below. While this is not a comprehensive list, successful bidder is required to undertake a detailed study of the report requirements and the system should be able to configure easily and quickly new reports or context sensitive information that requires to be extracted out of the information elements stored in the system.

Sample reports:

1. Delivery/ Pending/ Non delivery report
2. Dashboard & Graphical representation of information
3. Any other report as and when required/desired by NHM.

Maintenance

The successful bidder should define and indicate the preventive maintenance schedule and procedure. Any special tools/ instruments/ equipments required to carry out the preventive and break down maintenance of the system offered should be clearly indicated and offered to NHM by the selected bidder at no extra cost.

Training of Users The selected bidder shall provide training to users (NHM) and operational technical manpower to monitor the status.

6. Project Implementation Plan

SNo.	Activity	Timeline
1.	Project Start	T1 (within 7 days of award of contract)
2.	Go-Live of web-portal and training of users	T1 + 7 days
3.	Sending Bulk SMS as per the schedule	T1 + 12 months

Part-A3
Information and instructions to the bidders

1. **Eligibility Criteria:** The bidder shall qualify on the basis of following eligibility criteria-

SNo.	Eligibility Criteria
1	Registration of the Bidder: The bidder should be registered sole proprietor firm/ registered partnership firm/ registered company under Companies Act. The bidder should have 2 years registration at the time of submission of proposal.
2.	Experience in implementation and management of such projects/ schemes: Minimum 2 years of experience in Bulk SMS Services in sending more than 15 Crores SMS in Government Sector/ Semi Government Sector/ Private Sector/ Banking Sector, having minimum capacity to send 50 Lakhs SMS per day , information management, monitoring on real-time status (of successfully delivered, pending, undelivered SMS) through online web-portal. The work-orders and any other supporting documents/ experience certificates issued by the competent authority of the client pertaining to such works done satisfactorily during the service period should be provided in the specified format provided at Annexure-J .
3.	Financial Soundness/Stability: A proposal may come from a single entity having the minimum average annual turnover of INR. Three Crores in last 3 financial years (2016-17, 2017-18, 2018-19). The bidder must attach Income Tax Return (3 years) and Chartered Accountant (CA) certified copy of audited accounts (3 years) as supporting documents. Un-audited accounts will not be considered. (Annexure-K)
4	An affidavit (on non-judicial stamp of Rs 100/-) to the effect that the bidder has not been blacklisted in the past by any of the State Governments across the country or Government of India and that it will not form any coalition with the other bidder.

Note: Proof of eligibility of all applicants shall be examined to confirm if eligibility criteria are met. The bidder who fails to meet the stipulated eligibility criteria shall be declared as "ineligible/non-responsive". Eligibility shall be examined as per RTPP Rules 2013.

2. **Declarations:** Every bidder is supposed to submit a declaration in following annexure:
- **Annexure B:** Compliance with the Code of Integrity and no Conflict of Interest.
 - **Annexure C:** Declaration by the bidder regarding qualifications.

3. **The bidder to inform himself/ herself fully:**

The bidder shall be deemed to have been fully satisfied himself/ herself as to the scope of the task as well as all the conditions and circumstances affecting implementing of the Project. Should he/ she find any discrepancy in the RFP document including terms of reference, he/she should submit his issue/question in writing at least a week before.

4. **Evaluation of the Proposals**

Only the proposals received up to due date and time will be considered for evaluation. Evaluation shall be done at state level by a committee of constituted under the Chairmanship of OSD, NHM. To facilitate evaluation, respective Rajasthan State Health Society, at its sole discretion, seek clarification in writing from any bidder.

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5. Method for submission of the Proposal:

Proposals shall be submitted online in electronic format on <http://eproc.rajasthan.gov.in>.

It shall contain following in the same order:

6. (A) Technical Part

- a) Covering Letter and Application Form.
- b) Scanned copy of DD/ Banker's Cheque/ Bank Guarantee issued by scheduled bank submitted physically towards cost of Tender Fees, Bid Security and RISL Processing Fees.
- c) RFP document with all papers duly signed and stamped along with originally filled RFP with page number on each page.
- d) All supporting documents and information with respect to the eligibility criteria and evaluation of the proposal. Photocopies of the supporting documents shall be duly self attested.
- e) Well organized proposal (in a sequential manner having index in starting mentioning contents with page number) duly page numbered and each page signed and stamped by the authorized signatory of the bidder. Bidder may refer to the checklist **Annexure D** for submission of proposal before submission.
- f) All required annexure are mentioned in this document.

(B) Financial Proposal:

Proposals shall be submitted online in electronic format on <http://eproc.rajasthan.gov.in>.

Total contract period would be of 12 months

The rates quoted shall be inclusive of GST and all other charges etc.

7. Validity of the Proposal:

All timelines for the RFP shall be as per RTPP Act, 2013.

8. Modification/withdrawal of the Proposal:

No bid shall be withdrawn/substituted or modified after the last date and time fixed for receipt of bids.

9. The bidders should note the following

- a) That the incomplete RFP in any respect or those that are not consistent with the requirements as specified in this Request for Proposal Document or those that do not contain the Covering Letter or any other documents as per the specified formats may be considered non-responsive and liable for rejection.
- b) Strict adherence to formats, wherever specified, is required.
- c) All communication and information should be provided in writing.
- d) No change in/or supplementary information shall be accepted once the RFP is submitted. However, Project Authority reserves the right to seek additional information and/or clarification from the Bidders, if found necessary, during the course of evaluation of the RFP. Non submission, incomplete submission or delayed submission of such additional information or clarifications sought by Project Authority may be a ground for rejecting the RFP.
- e) The RFP shall be evaluated as per the criteria specified in this RFP Document. However, within the broad framework of the evaluation parameters as stated in the

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RFP, NHM reserves the right to make modifications to the stated evaluation criteria, which would be uniformly applied to all the Bidders.

- f) The Bidder should designate one person ("Contact Person" and "Authorised Representative and Signatory") authorised to represent the Bidder in its dealings with. This designated person should hold the Power of Attorney and be authorised 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 Authorised Signatory and shall bear the stamp of the firm.
- g) Mere submission of information does not entitle the Bidder to meet an eligibility criterion. Committee constituted under the chairmanship of OSD, NHM reserves the right to vet and verify any or all information submitted by the Bidder.
- h) If any claim made or information provided by the Bidder in the RFP or any information provided by the Bidder in response to any subsequent query by, is found to be incorrect or is a material misrepresentation of facts, then the RFP will be liable for rejection. Mere clerical errors or bonafide mistakes may be treated as an exception at the sole discretion of committee constituted under the chairmanship of OSD, NHM, if satisfied.
- i) The Bidder shall be responsible for all the costs associated with the preparation of the Request for Proposal and any subsequent costs incurred as a part of the Bidding Process shall not be responsible in any way for such costs, regardless of the conduct or outcome of this process.

10. Time schedule for online submission of the proposal:

As per notification in Part-A1 of the RFP.

Note: For more information
Please contact Consultant IT (NHM)

The Rajasthan State Health Society in exceptional circumstances and at its sole discretion, revise the time schedule (extension in time) by issuance of addenda(s) on websites. Communication of such extension would be conveyed to the prospective bidders.

11. Grievance Redressal during the RFP Process:

Bidder shall refer to the Annexure-E for the process of Grievance Redressal during the process of RFP.

12. Non-Transferrable RFP:

This RFP is non-transferrable. The bidder to whom the tender has been issued can participate in the bid only.

13. Payment terms:

- 1. The payment will start after the successful commercial deployment of resources and "Go-Live" status.
- 2. The payment will be made by Rajasthan State Health Society, Jaipur.
- 3. Phase wise payments as per Annexure-F

Part-A4
Terms of Reference

1. Expected Outcomes:

Operational Aspects

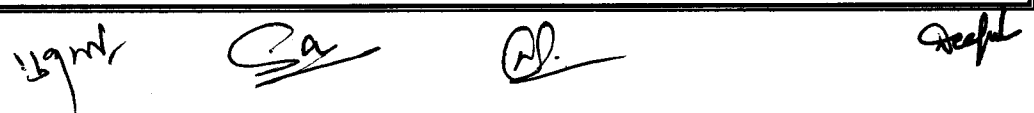
1. To trigger/ send the Bulk SMS as per the schedule.
2. Online web-portal for real-time monitoring of delivered, pending, undelivered SMS.
3. Maintain the online web-portal for consolidation and generation of dashboard and various analytical reports.

2. Responsibilities of the Bidder:

- 1) Implementation of the project as per terms and conditions of the agreement in the State of Rajasthan.
- 2) Provide technological, leadership, administrative and managerial support in open and transparent manner to produce mutually agreed outcomes.
- 3) Performance of the activities and carrying out its obligations with all due diligence, efficiency and economy in accordance with the generally accepted professional techniques and practices. Observance sound management practices, employing appropriate advanced technology and safe methods. In respect of any matter relating to the agreement, always act as faithful partner to the NHM and shall all times support and safeguard the NHM's legitimate interests in any dealing with the contracts, sub-contracts and third parties.
- 4) Shall not accept for his own benefit any user charges, commission, discount or similar payment in connection with the activities pursuant to discharge of his obligations under the agreement, and shall use his best efforts to ensure that his personnel and agents, either of them similarly shall not receive any such additional remuneration.
- 5) Required to observe the highest standard of ethics and shall not use 'corrupt/fraudulent practice'. For the purpose of this provision, 'corrupt practice' means offering, giving, receiving or soliciting anything of value to influence the action of a public official in implementation of the project and 'fraudulent practice' means mis-representation of facts in order to influence implementation process of the project in detriment of the NHM.
- 6) **Adherence to the mutually agreed time schedules. Strict adherence to the stipulated time schedules for various activities.**
- 7) Under any circumstances, the Bidder shall not entrust/ sublet to any one contract or mission of the NHM.
- 8) Ensure proper service delivery as per the guidelines laid down by the NHM. 24x7 Central Data Server for consolidation (repository) of information and to generate various dashboard, analytical reports to assist in decision making. To submit various reports and information within the stipulated timeframe as desired by the National Health Mission.

3. Responsibility of Government.

- 1) State Health Society shall provide appropriate support and assistance in implementation of the project.
- 2) Timely settlement of claims at the agreed terms in accordance with the provisions of the agreement.



- 3) Prescribe various formats for reporting progress of the project. Bidder may submit its own reporting formats which can be used only after due approval by the NHM

4. Commencement and duration of the project:

Duration of the project will be for 12 months from the date of commencement. Date of commencement shall be the date of signing the agreement. Project period may be extendable on mutually agreed as per RTPP act 2012 and RTPP rule 2013 on same terms & conditions.

5. Bid Security & Performance Security:

The bidder shall deposit Bid Security in form of DD/ Banker's Cheque/ Bank Guarantee of scheduled bank in favour of "**Rajasthan State Health Society**" payable at Jaipur along with the bid.

In the absence of the Bid Security, RFP shall be rejected. The Bid Security shall be forfeited in case the bidder withdraws or modifies the offer after opening of the bid or he does not execute the agreement or deposit the Performance Security within specified time. Bid Security of unsuccessful bidders shall be refunded soon after final acceptance of the bid.

The bidder whose proposal is accepted and award issued shall have to deposit Performance Security within 7 days of award of contract, of 5% of work-order amount in the form of DD/ Banker's Cheque of scheduled bank/ BG in favour of "**Rajasthan State Health Society**" payable at Jaipur. Amount of Bid Security can be adjusted into the Performance Security.

Bid Security/ Performance Security is for due performance of the contract. It can be forfeited by the NHM in the following circumstances-

- 1) When any terms or conditions of the agreement are infringed.
- 2) When the Bidder fails in providing the services satisfactorily.

Notice will be given to the bidder with reasonable time before the Bid Security/ Performance Security is forfeited.

6. Financing and Budget ceiling of the project:

Financing of the project shall be on reimbursement basis in accordance with the provisions of the agreement. Claims/reimbursements are envisaged on monthly basis on submission of bills/invoices (claims) by the Bidder. There will not be **any advance financing** for any activity of the project. Payment shall be made after all due deductions made at source.

7. Investment and ownership

All non-consumable procurement (if any) done for shall become assets of the project which will have to be handed over "in perfect" and "operative conditions" to the Government i.e. to respective Rajasthan State Health Society on termination/ completion of the project. Proper records of such assets will be maintained by the Bidder in the project accounts.

8. Operational Parameters and LD/Compensation/Penalties:

Following are the broad operational parameters and norms for imposition of liquidated damages/ compensation/ penalty with regard to default in implementation of the project:

SNo.	Implementation activity	Operational Parameters	LD/ Compensation / Penalty in case of default
1.	Commencement of the service	Within 7 days from signing of the agreement.	@ Rs 1000/- penalty/ deductions per day after 7 days from the signing of the agreement.
2.	Non compliance of schedule	As per scheduled date	@ Rs 10000/- penalty/ deductions per schedule

3.	Percentage of non-delivery (Other than DND, Switch Off etc)	• Less than 5% • More than 5% and Less than 7.5% • More than 7.5% and Less than 10% • More than 10%	• No penalty • @ 2.5% penalty/ deductions from invoice amount • @ 5% penalty/ deductions from invoice amount • @ 10% penalty/ deductions from invoice amount
4.	To participate in quarterly meeting	As per scheduled date	@ Rs 5000/- penalty/ deductions per schedule
5.	Training of users at State Level	As per scheduled date	@ Rs 5000/- penalty/ deductions per schedule
6.	Submission of desired reports	Within 15 days	@ Rs 1000/- penalty/ deductions per day after 15 days.

The amount of liquidated damages/compensation/penalties shall be recovered from the claims submitted by the Bidder or its Bid Security/ Performance Security. In the absence of any claim(s), these can be recovered as per provisions of the Public Debt Recovery Act.

9. Force Majeure:

- 1) The term 'Force Majeure' means an event which is beyond the reasonable control of a party which makes the party's performance of its obligations under the agreement impossible under the circumstances.
- 2) The failure of a party to fulfill any of its obligations under the agreement shall not be considered to be a default in so far as such inability arises from an event of force majeure, provided that the party affected by such an event-
 - a) Has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of the agreement, and
 - b) Has informed the other party as soon as possible about the occurrence of such an event.

10. Termination/Suspension of the agreement:

Rajasthan State Health Society may, by written notice suspend the agreement if the Bidder fails to perform any of his obligations as per agreement including carrying out the services, such notice of suspension-

- a) Shall specify the nature of failure, and
- b) Shall request to remedy such failure within a period not exceeding 15 days after the receipt of such notice by the partner.

The NHM may terminate the agreement by not less than 30 days written notice of termination to the Bidder, to be given after the occurrence of any of the events specified below and/or as specified in agreement-

- a) If the Bidder does not remedy a failure in the performance of his obligations within 60 days of receipt of notice or within such further period as the NHM have subsequently approved in writing.
- b) If the Bidder becomes insolvent or bankrupt.
- c) If, as a result of force majeure, the Bidder is unable to perform a material portion of the services for a period of not less than 30 days: or

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d) If, in the judgment of the NHM, Rajasthan, it is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

11. Additional Conditions of the contract:

Bidder shall abide by the additional conditions of the contract mentioned in **Annexure G**.

12. Modifications:

Modifications in terms of reference including scope of the services can only be made by written consent of both parties of the agreement.

13. Saving Clause:

In the absence of any specific provision in the agreement on any issue, the provisions of the financial and procurement rules shall be applicable along with the guidelines issued/ to be issued by the Mission Director, NHM shall also be applicable.

14. Settlement of disputes:

If any dispute with regard to the interpretation, difference or objection whatsoever arises in connection with or arises out of the agreement, or the meaning of any part thereof, or on the rights, duties or liabilities of any party, the same shall be referred for decision to the OSD, NHM. Later can be referred to Mission Director, NHM if not gets resolved at the level of OSD, NHM. **Decision of Mission Director-NHM shall be binding upon both the parties.**

15. Right to accept or reject any of the proposal:

Rajasthan State Health Society (RSHS) 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.

16. Award of contract and execution of agreement

On evaluation of RFP and decision thereon, the selected bidder shall have to execute an agreement with the RSHS within 7 days from the date of acceptance of the bid is communicated to him. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit Performance Security as per provisions of this document.

17. Jurisdiction of Courts:

All legal proceedings, if necessarily arise to institute by any of the parties shall have to be lodged in the courts situated in Jaipur, Rajasthan and not elsewhere.

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Financial Proposal (BoQ)
Rate Contract

For Bulk SMS Services for National Deworming Day, IFA Program & Seasonal diseases

The Bulk SMS services for National De-worming Day, IFA Program & Seasonal Diseases is proposed to send approximately **31 Crores SMS (3.10 Lakhs Units/ Bundles)** as per the schedule. Below given total cost will include charges for online web-portal, customization of web-portal, information management, generation of desired reports, training of web-portal to department staff, documentation (user-manual), computer hardware resources, operational technical manpower at NHM, sending Bulk SMS as per the schedule and any other related activities during the execution of project. **Total project period is 12 months.**

S N o.	Description of Items	Estimated Quantity (In Units 'Bundle') One Unit = 1000 SMS	** Total Cost Per Unit 'Bundle' for Bulk SMS Services (INR) (Inclusive of GST)	Total Cost in INR (Inclusive of GST)
1.	- To provide services to send the Bulk SMS for National De-worming Day, IFA Program & Seasonal Diseases. The approximate number of SMS would be ± 31 Crores (3.10 Lakhs Units). - To provide online web-portal (secured), user-id, password, business keyword on long code or short code, APIs & integration with department softwares, information management, schedule SMS, user-manual, customized reports and training for real-time monitoring of status (triggered, successfully delivered and undelivered), generation of reports and helpdesk support.	3,10,000 Units	 (In figures) (Rupees Only) (In words)	 (In figures) (Rupees Only) (In words)

Note: ** The rates quoted shall be inclusive of GST and all other charges etc. In case of change in the rate of GST the revised GST shall be paid.

**Proposals shall be submitted online in electronic format
on <http://eproc.rajasthan.gov.in> only**

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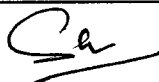
Rajasthan

Annexure- A
Summary of functionaries

- **Medical & Health** – Deptt officers, CMHO, PMO, RCHO, Addl./ Dy. CMHO, BCMO, NHM Staff, ANM, ASHA, Other
- **Education** – Deptt officers, Teachers, BRP, BEEO, Nodal Principal, District officials of elementary and secondary education , Other
- **ICDS** - Deptt officers, DD, CDPO, Lady Supervisor, AWW, Other

NHM may add or reduce the number of functionaries as the condition may arise from time to time.





Annexure B
Compliance with the Code of Integrity and No Conflict of Interest

Any person participating in a procurement process shall-

- a) Not offer any bribe, reward or gift or any material benefit either directly or indirectly in exchange for an unfair advantage in procurement process or to otherwise influence the procurement process;
- b) Not misrepresent or omit that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
- c) Not indulge in any collusion, Bid rigging or anti-competitive behavior to impair the transparency, fairness and progress of the procurement process;
- d) Not misuse any information shared between the procuring Entity and the Bidders with an intent to gain unfair advantage in the procurement process;
- e) Not indulge in any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
- f) Not obstruct any investigation or audit of a procurement process;
- g) Disclose conflict of interest, if any; and
- h) Disclose any previous transgressions with any Entity in India or any other country during the last three years or any debarment by any other procuring entity.

Conflict of Interest:-

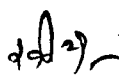
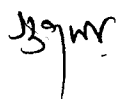
The Bidder participating in a bidding process must not have a Conflict of Interest.

A Conflict of Interest is considered to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations.

- i. A Bidder may be considered to be in Conflict of Interest with one or more parties in abiding process if, including but not limited to:
 - a) Have controlling partners/shareholders in common; or
 - b) Receive or have received any direct or indirect subsidy from any of them; or
 - c) Have the same legal representative for purposes of the Bid; or
 - d) Have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Procuring Entity regarding the bidding process; or
 - e) The Bidder participates in more than one Bid in a bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the Bidder is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one Bid; or
 - f) The Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the Goods, Works or Services that are the subject of the Bid; or
 - g) Bidder or any of its affiliates has been hired (or is proposed to be hired) by the Procuring Entity as engineer-in-Charge/consultant for the contract.

For and on behalf of

Signature (with seal)
(Authorised Representative/Signatory)
Name of the Person.....
Designation.....

Annexure C
Declaration by the Bidder regarding Qualifications

Declaration by the Bidder

In relation to my/our Bid submitted tofor procurement of in response to their Notice Inviting Bids No Date I/we hereby declare under Section 7 of Rajasthan Transparency in Public Procurement Act, 2012, that:

1. I/we possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
2. I/we have fulfilled my/our obligation to pay such of the taxes payable to the Union and State Government or any local authority as specified in the Bidding Document;
3. I/we are not insolvent, in receivership, bankrupt or being wound up, not have my/our affairs administered by a court or a judicial officer, not have my/our business activities suspended and not the subject of legal proceedings for any of the foregoing reasons;
4. I/we do not have, and our directors and officers not have, been convicted of any criminal offence related to my/our professional conduct or the making of false statements or misrepresentations as to my/our qualifications to enter into a procurement contract within a period of three year preceding the commencement of this procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
5. I/we do not have a conflict of interest as specified in the Act, Rules and the Bidding Document, which materially affects fair competition;

Date:
Place:

Signature of bidder
Name:
Designation:
Address:

Annexure-D
Checklist for submission of proposal

1. Cover Letter (Annexure H)	Yes	No	Page No.
2. Proposal format for Organization (Annexure K)	Yes	No	Page No.
3. Certificate of Registration	Yes	No	Page No.
4. Audited Balance Sheets	Yes	No	Page No.
5. CA Certificate of Financial Turn Over Ann-M	Yes	No	Page No.
6. Experience Certificates/ Work Order	Yes	No	Page No.
7. Tender Fees, RISL Processing Fees and Bid Security	Yes	No	Page No.
8. Affidavit that the bidder has not been blacklisted (as mentioned in eligibility criteria)	Yes	No	Page No.
9. All Annexure B, C, E, G	Yes	No	Page No.
10. Technical Part	Yes	No	Page No.
11. Financial Part	Yes	No	Page No.
12. Certificate regarding "Project has been successfully & satisfactorily executed" from client.			

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Annexure E

Grievance redressal

The designation and address of the First Appellate Authority is: Mission Director, National Health Mission, Rajasthan

The designation and address of the Second Appellate Authority is: Additional Chief Secretary, Medical, Health & Family Welfare, Rajasthan

(1) Filing an appeal

If any Bidder or prospective bidder is aggrieved that any decision, action or omission of the Procuring Entity is in contravention to the provisions of the Act or the Rules or the Guidelines issued there under, he may file an appeal to First Appellate Authority, as specified in the Bidding Document within a period of ten days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:

Provided that after the declaration of a Bidder as successful the appeal may be filed only by a Bidder who has participated in procurement proceedings:

Provided further that in case a Procuring Entity evaluates the Technical Bids before the opening of the Financial Bids, an appeal related to the matter of Financial Bids may be filed only by a Bidder whose Technical Bid is found to be acceptable.

(2) The officer to whom an appeal is filed under para (1) shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within thirty days from the date of the appeal.

(3) If the officer designated under para (1) fails to dispose of the appeal filed within the period specified in para (2), or if the Bidder or prospective bidder or the Procuring Entity, as the case may be, may file a second appeal to Second Appellate Authority specified in the Bidding Document in this behalf within fifteen days from the expiry of the period specified in para (2) or of the date of receipt of the order passed by the First Appellate Authority, as the case may be.

(4) Appeal not to lie in certain cases

No appeal shall lie against any decision of the Procuring Entity relating to the following matters, namely:-

- a) Determination of need of procurement;
- b) Provisions limiting participation of Bidders in the Bid process;
- c) The decision of whether or not to enter into negotiations;
- d) Cancellation of a procurement process;
- e) Applicability of the provisions of confidentiality.

(5) Form of Appeal

- a) An appeal under para (1) or (3) above shall be in the annexed Form along with as many copies as there are respondents in the appeal.
- b) Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
- c) Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorized representative.

(6) Fee for filing appeal

- a) Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.

- b) The fee shall be paid in the form of band demand draft or banker's cheque of a Scheduled Band in India payable in the name of Appellate Authority concerned.

(7) Procedure for disposal of appeal

- a) The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.
- b) On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
- I. Hear all the parties to appeal present before him; and
 - II. Peruse or inspect documents, relevant records or copies thereof relating to the matter.
- c) After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- d) The order passed under sub-clause (c) above shall also be placed on the State public Procurement Portal.

For and on behalf of

Signature (with seal)

(Authorised Representative/Signatory)

Name of the Person.....

Designation.....

FORM No. 1

[See rule 83]

**Memorandum of Appeal under the Rajasthan
Transparency in Public Procurement Act, 2012**

Appeal No of

Before the (First/Second Appellate Authority)

1. Particulars of appellant:

- i. Name of the appellant:
- ii. Official address, if any:
- iii. Residential address:

2. Name and address of the respondent (s):

- i.
- ii.
- iii.

3. Number and date of the order appealed against and name and designation of the officer/authority who passed the order (enclose copy), or a statement of a decision, action or omission of the Procuring Entity in contravention to the provisions of the Act by which the appellant is aggrieved:

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative.

5. Number of affidavits and documents enclosed with the appeal:

6. Grounds of appeal:.....
(Supported by an affidavit)

7. Prayer:.....

Place.....

Date.....

Appellant's Signature

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Annexure-F
Details of phase wise payment

The phase-wise monthly payments will be based on rates finalized for the award of contract to the successful bidder.

SNo	Invoice milestones	Monthly payments
1.	After T1 + 1 month	Based on the monthly invoice amount
2.	After T1 + 2 months	Based on the monthly invoice amount
3.	After T1 + 3 months	Based on the monthly invoice amount
4.	After T1 + 4 months	Based on the monthly invoice amount
5.	After T1 + 5 months	Based on the monthly invoice amount
6.	After T1 + 6 months	Based on the monthly invoice amount
7.	After T1 + 7 months	Based on the monthly invoice amount
8.	After T1 + 8 months	Based on the monthly invoice amount
9.	After T1 + 9 months	Based on the monthly invoice amount
10.	After T1 + 10 months	Based on the monthly invoice amount
11.	After T1 + 11 months	Based on the monthly invoice amount
12.	After T1 + 12 months	Based on the monthly invoice amount

Note:

1.) Summary reports showing total numbers of SMS sent (triggered), delivered successfully and undelivered need to be submitted along with invoices, so that payments would be processed after deductions of applicable penalties.

2.) Payments would be made only for SMS delivered successfully.

Annexure-G
Additional Conditions of Contract

1. Correction of arithmetical errors

Provided that a Financial Bid is substantially responsive, the Procuring Entity will correct arithmetical errors during evaluation of Financial Bids on the following basis:

- i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Procuring Entity there is an obvious in the opinion of the Procuring entity there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- iii. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.

If the Bidder that submitted the lowest evaluated Bid does not accept the correction of errors, its Bid shall be disqualified and its Bid Security shall be forfeited or its Bid Securing Declaration shall be executed.

2. Procuring Entity's Right to Vary Quantities

- i. At the time of award of contract, the quantity of Goods, works or services originally specified in the Bidding Document may be increased or decreased by a specified percentage, but such increase or decrease shall not exceed twenty percent, of the quantity specified in the Bidding Document. It shall be without any change in the unit price or other terms and conditions of the Bid and the conditions of contract.
- ii. If the Procuring Entity does not procure any subject matter of procurement or procures less than the quantity specified in the Bidding Document due to change in circumstances, the Bidder shall not be entitled for any claim or compensation except otherwise provided in the Conditions of Contract.
- iii. In case of procurement of Goods or services, additional quantity may be procured by placing a repeat order on the rates and conditions of the original order. However, the additional quantity shall not be more than 25% of the value of Goods of the original contract and shall be within one month from the date of expiry of last supply. If the Supplier fails to do so, the Procuring Entity shall be free to arrange for the balance supply by limited Bidding or otherwise and the extra cost incurred shall be recovered from the supplier.

3. Dividing quantities among more than one Bidder at the time of award (In case of procurement of Goods)

As a general rule all the quantities of the subject matter of procurement shall be procured from the Bidder, whose Bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the Bidder, whose Bid is accepted, to deliver the entire quantity or when it is considered that the vital nature, in such cases, the quantity may be divided between the Bidder, whose Bid is accepted and the second lowest Bidder or even more Bidders in that order, in a fair, transparent and equitable manner at the rates of the Bidder, whose Bid is accepted.

For and on behalf of

Signature (with seal)

(Authorised Representative/Signatory)

Name of the Person.....

Designation.....

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Annexure-H
Format of the Covering Letter

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

Date:

Place:

The Mission Director,
National Health Mission .
State Health Society
Jaipur, Rajasthan

Dear Sir,

Sub: Selection of a bidder for Bulk SMS Services for National De-worming Day & Seasonal Diseases.

Please find enclosed 2 (two) copies (one original and one duplicate) of our "Request for Proposal" (RFP) - Rate Contract in response to the issuance of RFP by NHM for Selection of a Bidder Bulk SMS Services for National De-worming Day & Seasonal Diseases. We hereby confirm the following:

- The RFP is being submitted by (*Name of the Bidder*) in accordance with the conditions stipulated in the RFP/RFP Documents.
- We have examined in detail and have understood the terms and conditions stipulated in the RFP Document issued by NHM and in any subsequent corrigendum sent by NHM. We agree and undertake to abide by all these terms and conditions. Our RFP is consistent with all the requirements of submission as stated in the RFP Document or in any of the subsequent corrigendum from NHM.
- (*mention the name of the Bidder*), satisfy the legal requirements laid down in the RFP 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.
- 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 RFP. NHM may solicit our consent for further extension of the period of validity.

For and on behalf of

Signature (with seal)

(Authorised Representative/ Signatory)

Name of the Person.....

Designation.....

(Kindly attach the authorization letter)

Annexure-I
Reporting Format
(Not limited to following formats only)

Format-1
National Health Mission, Rajasthan
For the period: [From Date] to [To Date]

Report Title: Bulk SMS Successfully Delivered/ Pending/ Undelivered Report

SNo.	Department/ Date	Number of Bulk SMS						
		Triggered/ Sent	Successfully Delivered	% of Successfully Delivered	Pending	% of Pending	Undelivered	% of Undelivered
	Total							

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Annexure-J
Experience details

The bidder should provide the experience details of Bulk SMS Services provided at each location/State:-

SNo.	State	District	Description of Project with project period (in years)	Work order No./ Date & Copy of work order enclosed (yes/no)	No. of Bulk SMS Triggered (In Lakhs)	% of successfully delivered SMS	Any other supporting document/ experience certificate enclosed (yes/no)	Name & Designation of Certificate issuing authority

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Annexure-K
Proposal format for organization

Selection A: Organization Profile

1. Name of the Organization:
2. Registered Address:

DISTRICT PIN:
Tel: Fax:
Email:
Website (if any):

3. Postal Address:

DISTRICT PIN:
Tel: Fax:
Email:

4. Legal Status:

SNo.	Particulars	Registration no.	Date
1.	Sole Proprietor Firm		
2.	Partnership Firm		
3.	Company under Indian Companies Act 1956		
4.	Income tax registration:		
	- Under Section 12A		
	- Under Section 80 G		
	- Under Section 35 CCA		
	- Any other Section		

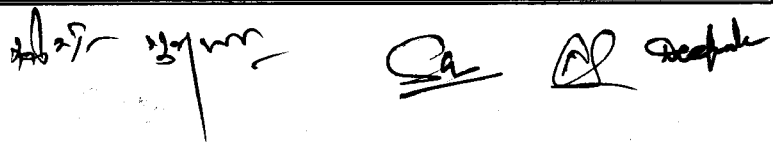
5. Bank Details:

Account Name	Bank Name	Branch Name	Account No.	IFSC Code	PAN No.	TIN No.	GST No.	Date of Opening Account

Note: In case, organization is having 2 or more bank accounts then please mention details of all bank accounts in the above table.

6. Details of the Contact Person:

Name:
Designation:
Contact No:
E-mail:



Section B: Operational Background

1. No. of Project/ Programme related to Bulk SMS Services:

SNo.	Name of the programme	Duration	Period		Total Budget
			From	To	

2. Staff Details (Kindly provide the details of 3 key positions in the organization)

Name of Staff	Position	Mobile Number	Email ID	Qualification	Working since

3. Any previous association/ working experience with Govt. Sector? If yes, please provide the details:

Section C: Proposal for Bulk SMS Services for National De-worming Day & Seasonal Diseases.

- Technical proposal

Section D: Basic Documents required to be submitted along with the proposal for Evaluation

- Copy of Registration Certificate
- Copy of PAN Number
- Copy of GST Number
- Copy of CA certified audited accounts for last 3 years.
- Copy of Income Tax Return for last 3 years.
- Affidavit (Non-Judicial Stamp Paper of INR 100/-)
- Any other document relevant to the proposal.

Annexure-L
Tentative sample SMS
(Not limited to following schedules & templates only)

- मलेरिया, डेंगु, चिकनगुनिया, जीका से बचाव के लिये कुलर, टंकी, परिण्डे को साप्ताहिक धोवें, रगड़े, सुखायें फिर उपयोग में लेवें। घर में व घर के आसपास खुला पानी इकठ्ठा न होने देवें। बुखार होने पर चिकित्सक से सम्पर्क करें। चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार।
- तेज बुखार, खाँसी, सर दर्द, गले में दर्द, नाक बहना व छीक आना जैसे लक्षण से स्वाईन फ्लू हो सकता है। स्वाईन फ्लू की दवा सभी सरकारी चिकित्सा संस्थानों पर निःशुल्क उपलब्ध है। चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार।
- बुखार, सर दर्द, जोड़ों में दर्द, जी मिचलाना, मलेरिया या डेंगू के लक्षण हो सकते हैं, तुरंत चिकित्सक से संपर्क करें। घरों में कुलर, टंकी, परिण्डे, फ्रीज ट्रे, फुलदान आदि को प्रति सप्ताह साफ करें एवं घरों के आस पास पानी एकत्रित न होने देवें।-चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार।
- 'लू एवं तापाघात' से बचने के लिए दिन के समय में सिर को कपड़े, टोपी या छतरी से ढककर ही बाहर निकलें। खूब पानी पिएं, नीबू पानी, आम पानी, छाछ इत्यादि लें। हल्के ढीलेढाले कपड़े- पहनें, संतुलित और हल्का भोजन लें। बच्चों, बुजुर्गों, गर्भवती महिलाओं और बीमार व्यक्तियों का विशेष ध्यान रखें। चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार।
- मलेरिया, डेंगु, चिकनगुनिया, जीका से बचाव के लिये कुलर, टंकी, परिण्डे को साप्ताहिक धोवें, रगड़े, सुखायें फिर उपयोग में लेवें। घर में व घर के आसपास खुला पानी इकठ्ठा न होने देवें। बुखार होने पर चिकित्सक से सम्पर्क करें। चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार।
- तेज बुखार, खाँसी, सर दर्द, गले में दर्द, नाक बहना व छीक आना जैसे लक्षण से स्वाईन फ्लू हो सकता है। स्वाईन फ्लू की दवा सभी सरकारी चिकित्सा संस्थानों पर निःशुल्क उपलब्ध है। चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार।
- मलेरिया, डेंगु, चिकनगुनिया, जीका से बचाव के लिये कुलर, टंकी, परिण्डे को साप्ताहिक धोवें, सुखायें फिर उपयोग में लेवें। घर में व घर के आसपास खुला पानी इकठ्ठा न होने देवें। बुखार होने पर चिकित्सक से सम्पर्क करें। चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार।
- कोरोना वायरस से ना घबराएं। ये सावधानियां अपनाये नियमित रूप से हाथ धोएं -, छीकते और खांसते समय नाक और मुंह ढकें, किसी व्यक्ति को खाँसी या बुखार हो तो दूरी बनाएं। अधिक जानकारी के लिए नजदीकी सरकारी अस्पताल से सम्पर्क करें। चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार।

श्री ३७५५

Qa AL

- कोरोना वायरस से ना घबराएं। यदि आपने पिछले 15 दिनों में कोरोना वायरस प्रभावित देश की यात्रा की है, या किसी संक्रमित व्यक्ति के सम्पर्क में आए हैं, तो तुरन्त डाक्टर से संपर्क करें। अगले 14 दिन घर में ही रहें, नियमित साबुन से हाथ धोते रहे और सबसे सीमित संपर्क रखें। अधिक जानकारी के लिए नजदीकी सरकारी अस्पताल से सम्पर्क करें । चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार
- कोरोना वायरस से ना घबराएं। अधिक जानकारी के लिए नजदीकी सरकारी अस्पताल से सम्पर्क करें या कॉल करें नेशनल कॉल सेंटर |011-23978046, स्टेट कंट्रोल रूम 0141-2225624, टोल फ्री हेल्पलाइन 104/108 | चिकित्सा एवं स्वास्थ्य विभाग, राजस्थान सरकार

Deepika [Signature] [Signature] [Signature]

IFA SMS plan for Health Department (Rajasthan)

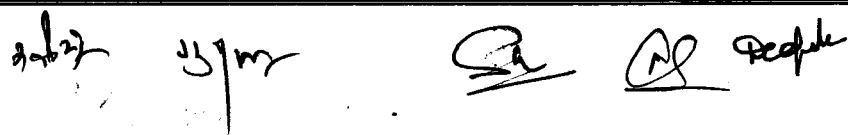
Schedule Day (Preferably morning time)	Theme/ Key Message	Messages		Intended Audience (Hinglish SMS are preferred by district and block level officials while ANM, ASHA, ASHA sahoyginis prefer Hindi SMS to be sent)
		English (160 character limit)	Hindi**messages (70 character limit)	
Once every three months(quarterly)	Drug sufficiency	IFA Tablets are administered to Children on every Monday. Ensure sufficient drugs are available in all schools and anganwadis.	IFA की गोली बच्चों को हर सोमवार को देनी हैं सुनिश्चित करें की पर्याप्त गोलियां स्कूल व AWC में उपलब्ध हो	District(CMHO,Deputy CMHO FW, DPM. Block(BCMO,BPM), MO- CHC/PHC
Once every three months(quarterly)	Drug sufficiency	IFA syrups are administered bi-weekly every Monday and Thursday. One bottle of IFA lasts 6 months for one child. Ensure supplies accordingly.	IFA की सिरप बच्चों को हर सोमवार व गुरुवार को दी जाएगी एक बच्चे को एक IFA सिरप की बोतल 6 माह में देनी हैं सुनिश्चित करें की सिरप पर्याप्त उपलब्ध हो	District(CMHO,Deputy CMHO FW, DPM. Block(BCMO,BPM), MO- CHC/PHC, ANM, ASHA
Before the day of Quarterly Review	Date of Video conference for Quarterly Review	VC for Quarterly Review of AMR-IFA is planned on XX-XX-YY, please ensure participation	AMR-IFA की त्रैमासिक समीक्षा VC (XX-XX- YY) को है, उपस्थिति सुनिश्चित करें	Based on participant list

Training schedule reinforcement Messages

2 days before district/ block officials training	Reinforce training dates	Ensure your participation for AMR- IFA training organized in your districts on XX-XX- YY.	जिले की AMR-IFA प्रशिक्षण XX-XX-YY को है उपस्थिति सुनिश्चित करें	BCMO,BPM
2 days before lowest cascade trainings	Block / sector training/ orientation reinforcement	Ensure your participation for block level AMR-IFA training on XX-XX- YY.	ब्लॉक की AMR-IFA प्रशिक्षण XX-XX-YY को है उपस्थिति सुनिश्चित करें	ANM+ASHA

Post-training messages

One day before IFA administration Day-Monday/ Thursday	Reinforcement to ASHA/ ANM	During home visits (Monday and Thursday) ensure that children 6 -59 months are being administered IFA syrup	गृह भ्रमण (सोमवार व गुरुवार) के दौरान यह सुनिश्चित करें की 6-59 माह के बच्चों को IFA सिरप पिला दी हो	ANM+ASHA
Once every month	Community awareness and sensitization	Sensitize community & parents in your neighbourhood on IFA supplementation through meetings, home visits & other means to spread awareness	अपने समुदाय में गृह भ्रमण बैठक या अन्य माध्यम से IFA प्रसूतता कार्यक्रम पर जागरूकता दें	ASHA



One day before IFA administration Day-Monday/Thursday	Inclusion of out-of-school Children	Encourage girls aged 10-19 years who are out-of-school come to the nearest anganwadi centre every week for their dose of IFA blue Tablet.	10-19 वर्ष की स्कूल न जाने वाली लड़कियों को नजदीकी आंगनवाड़ी से IFA की नीली गोली हर हफ्ते लेने के लिए प्रेरित करे	Block level officials + ASHA
Once every month	List preparation for out-of-school children	ASHA to prepare list of out-of-school(10-19 years) girls in their community. These children will be given IFA blue tablet at AWC every week.	ASHA अपने समुदाय की स्कूल न जाने वाली लड़कियों 10-19 वर्ष की सूची तैयार करें एवं उन्हें IFA की नीली गोली नजदीकी आंगनवाड़ी से हर हफ्ते लेने के लिए प्रेरित करें	Block level officials ASHA
Weekly Iron & Folic Acid Supplementation				
On the day of IFA supplementation.	Supervised drug administration	Ensure IFA syrup administration to children under your supervision.	बच्चों को IFA सिरप अपने सामने ही दें	ASHA+ANM
On the day of IFA supplementation	Expiry of drugs	Ensure to check the expiry date before IFA Tablets are administered	बच्चों को स्कूल/AWW द्वारा IFA की गोली देने से पहले एक्सपायरी तिथि अवश्य चेक करे	ASHA
On the day of IFA supplementation	Adverse event management and safe drug	In case of adverse events, ensure preparation through ambulance services. In case of adverse event please call 108	IFA की गोली सुरक्षित हैं चिकित्सक सहायता के लिए 108 नंबर पे फ़ोन करे	Block and district official BCMO+DCMHO(FW), ASHA
2 days before proposed reporting timeline	Reporting	ASHA should collect Anganwadi report from AWW by 2nd of next month	आशा को स्कूल/आंगनवाड़ी से रिपोर्टिंग प्रपत्र अगले माह की 2 तारीख तक एकत्रित करें	ASHA+ANM
2 days before proposed reporting timeline	Report compilation & submission school/AWC level	ASHA to compile the report and submit to ANM by 5 of next month	आशा को स्कूल/आंगनवाड़ी की प्रत्येक माह की संकलित रिपोर्ट अगले माह की 5 तारीख तक ANM को जमा करें	ASHA+ANM
2 days before proposed reporting timeline	Report Submission ANM level	ANM/ sector MO to submit the compiled report to block by 7 of next month	ANM/MOIC प्रत्येक माह की संकलित रिपोर्ट अगले माह की 7 तारीख तक ब्लॉक पर जमा करें	ANM/ MO (IC)

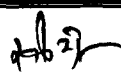
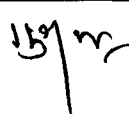
2 days before proposed reporting timeline	Report submission Block level	MO to upload the compiled report in PCTS by 10 of next month	MOIC द्वारा ब्लॉक की संकलित रिपोर्ट PCTS में अगले माह की 10 तारीख तक एंटी करें	MO(IC), BCMO
2 days before proposed reporting timeline	Compiling district coverage and submission to state	Compile coverage data of all blocks in your districts. Ensure entry in PCTS by 15 of every month	सभी ब्लॉकों से प्राप्त कवरेज आंकड़ों को संकलित करके PCTS में अगले माह की 15 तारीख तक एंटी करें	District(CMHO, DCMHO (FW), DPM)
2 days before proposed reporting timeline	Reinforcing correct and complete reporting	Please double check number of children reported and ensure that reporting form is complete before submitting.	रिपोर्टिंग फॉर्म में सही संख्या भरे फॉर्म पूरा भरके ही जमा करें	District(CMHO, DCMHO (FW), DPM)

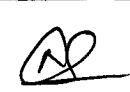
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National Deworming Day (NDD) SMS plan for Health Department

Schedule Day (Preferably morning time)	Theme/ Key Message	Messages			Intended Audience (Hinglish SMS are preferred by district and block level officials while ANM, ASHA, ASHA sahyoginis prefer Hindi SMS to be sent)
		English (160 character limit)	Hinglish Message (160 character limit)	Hindi**messages (70 character limit)	
17-Jul	Dates of National Deworming Day and Mop Up Day	National Deworming Day is on 8 Aug & Mop up Day on 19 Aug. All children 1-19 will be dewormed in school & anganwadi. Please ensure preparedness	National Deworming Day 8 Aug aur Mop up Day 19 Aug ko hai. Sabhi 1-19 varsh ke bacchon ko deworming dawa school, anganwadi me khilayi jaegi, kripya tayari rakhe	8 Aug डिवर्मिंग डे-सभी बच्चों को स्कूल/आंगनवाड़ी में डिवर्मिंग दवा खिलाए	District(CMHO (34), Deputy CMHO (34), DPM (34) etc Block(BCMHO (249), etc); ANM (19500)+ASHA sahyogini (55500)
Aug-02	To reinforce training dates and preparations for National Deworming Day	Ensure your participation for National Deworming Day training organized in your districts on. Be prepared for the training in your district	Dhyan dein: National Deworming Day ki training 5 SE 7 AUGUST hai. Training zarur attend kare, tayari rakhein	डिवर्मिंग ट्रेनिंग 5-7 अगस्त को है, अवश्य उपस्थित रहें तैयारी रखें	District: CMHOs (34), Deputy CMHO (34), DPM (34), + (BCMHO (249), etc)
Aug-03	To reinforce preparations for National Deworming Day kits	Ensure sufficiency of National Deworming Day kits (drugs, IEC, reporting form, handouts) for distribution at teacher/ anganwadi trainings.	Sunischit kare ki teachers, anganwadi karyakarta ko unki trainings/ meetings mei National Deworming Day kits (dawa, IEC, reporting form, handout) avashya mile.	टीचर, आंगनवाड़ी डिवर्मिंग प्रशिक्षण में दवा(NDD किट) देना सुनिश्चित करें	District: CMHOs (34), Deputy CMHO (34), DPM (34), + (BCMHO (249), etc)
Aug-04	Block / sector training/ orientation reinforcement	Ensure your participation for National Deworming Day training/ orientation on XX-XX-YY. Be prepared for the orientation in your district.	National Deworming Day ki training/meeting XX-XX-YY ko hai. Avashya upastit rahe- Poori tyari rakhe	डिवर्मिंग प्रशिक्षण/मीटिंग 5-7 अगस्त को है। अवश्य उपस्थित रहे	ANM (19500)+ ASHA sahyogini (55500)
30-Jul	Inclusion of out-of-school Children in National Deworming Day	Encourage children aged 1-19 years who are out-of-school come to the nearest anganwadi center on 8 Aug	1-19 saal ke school na jaane wale bacchon ko deworming ki dawa 8 Aug ko anganwadi kendra par khilayi jayegi	स्कूल न जाने वाले बच्चों को डिवर्मिंग दवा 8 Aug को आंगनवाड़ी से खिलायें	Block level ASHA sahyogini (55500)
01-Aug	List preparation for out-of-school children	ASHA to prepare list of out-of-school(6-19 years) children in their community prior to deworming day and share with anganwadi worker	ASHA apne samuday me school na jane wale bacchon (6-19 years) ki soochi deworming day se poorv tyar kar anganwadi karyakarta ko de	आशा स्कूल न जाने वाले बच्चों की सूची 8 Aug से पूर्व आंगनवाड़ी को दे	Block level officials ASHA sahyogini (55500)

02-Aug	General Message communicating benefits of Deworming	Deworming helps children to stay healthy. It improves nutritional status, physical & cognitive development. Communicate benefits to parents in your community	Deworming dawa se bacche krimi mukt hote hain. Ye shareerik aur mansik vikas me madad karti hai. Inki jaankari samudaya me aur khaaskar mata-pita ko jarur bataye	डिबर्मिंग दवा बच्चों के विकास में मदद करती है। यह जानकारी माता पिता को दे	ASHA sahyogini (55500)
02-Aug	Community awareness and sensitization	Sensitize & spread awareness among parents in your community & neighborhood on the deworming program through meetings, home visits etc.	Deworming karyakram se adhik bacche jude iske liye apne AWC aur samuday me meetings aur anya gatividhiyan utsah se kare	समुदाय में डिबर्मिंग कार्यक्रम पर चर्चा करें ताकि सभी बच्चे आंगनवाड़ी आए	Block level officials BCMHO 249 + ASHA sahyogini (55500)
05-Aug	Adverse event management and safe drug	Deworming drug is safe and beneficial for children. In case of adverse events, ensure preparation through ambulance services and health sites	Deworming dawa bacchon ke liye surakshit aur faydamand hai. Adverse event sambhalne ke liye ambulance seva aur swasthya kendra pe poori tyari rakhe	डिबर्मिंग दवा बच्चा के लिए सुरक्षित है, यह आसानी से चबाने वाली गोली है	Block and district official BCMHO (249)+CMHO (34), ASHA sahyogini (55500)
06-Aug	Adverse event management and safe drug	Deworming drug is safe and beneficial for children. In case of mild adverse event, allow to lie down, give water. Call 108 in case of medical assistance	Deworming dawa surakshit aur faydemand hai. Bache ko halki takleef ho to chaon me letaye, pani pilaye. Chikitsa sahayata ke liye 108 number pe phone karein.	डिबर्मिंग दवा सुरक्षित है। चिकित्सक सहायता के लिए 108 नंबर पे फोन करें	ANM (19500), ASHA Sahyogini (55500)
06-Aug	Expiry of drugs	Ensure to check the expiry date before AWW/teacher administers deworming drug to children	Baccho ko AWW/teacher dwara deworming dawa dene se pehle expiry date check karein	बच्चों को AWW द्वारा डिबर्मिंग दवा देने से पहले expiry date चेक करें	Block and district official BCMHO (249)+CMHO (34), ASHA sahyogini (55500)
07-Aug	Out-of-school mobilisation	Share a copy of list of out-of-school children with anganwadi worker. On NDD record children who have been administered deworming drug on ASHA reporting form.	School na jane wale bacchon ki soochi anganwadi karyakarta ko de. NDD pe jin bacchon ko dawa khilayi gayi hai unki jankari ASHA apne report mein darj kare	8 Aug को बच्चों को दवा खिलवाने के बाद अपनी लिस्ट में जानकारी दर्ज करें	ASHA sahyogini (55500)
08-Aug	Adverse event management and safe drug	Deworming drug is safe and is beneficial for children. Call 108 in case of medical assistance	Deworming dawa surakshit aur faydemand hai. Chikitsa sahayata ke liye 108 number pe phone karein.	डिबर्मिंग दवा सुरक्षित है। अपातकालीन स्थिति में आंगनवाड़ी पे सहयोग दे	ASHA sahyogini (55500)




13,14, 16 Aug	Dates for Mop Up Day	Ensure children who are left out on Deworming day are dewormed on Mop Up Day 19 Aug at schools/ AWC	National Deworming Day ke din choot gaye baccho ko Mop Up Day 19 Aug ko deworming dawa schools/ anganwadi kendra pe avashya khilwayein	मॉपअप डे 19Aug छूट गए बच्चों को डिवर्मिंग दवा स्कूल/ आंगनवाड़ी पे खिलवाए	ANM (19500)+ ASHA sahyogini (55500)
12-Aug	Community Mobilization	Sensitize community so that children who couldn't get dewormed on National Deworming Day are dewormed on Mop Up Day 19 Aug. All children must be dewormed.	Samuday ko pririt karein ki National Deworming Day ke din choot gaye bacho ko 19 Aug (Mop up Day) par deworming dawa avashya khayein. Sabhi bacho ko dawa avashya mile.	19Aug-समुदाय को प्रेरित करे, सभी बच्चों को डिवर्मिंग दवा का लाभ मिले	ASHA sahyogini (55500)
14-Aug	Drug administration (empty stomach & chewing)	Deworming drug can be administered on empty stomach. Ensure that deworming drug is chewed properly by all children and safe drinking water is available.	Deworming dawa khali pet bhi di ja sakti hai. Sunisshit kare ki bacche deworming dawa chaba kar ke khayein. Saaf peene ka paani sath rakhein	डिवर्मिंग दवा खाली पेट भी दी जा सकती है बच्चे दवा चबाकर ही खायें	ASHA sahyogini (55500)
19-Aug	Safe Drug	Deworming drug is safe and is beneficial for children. Call 108 in case of medical assistance	Deworming dawa surakshit aur fayedemand hai..Chikitsa sahayata ke liye 108 number pe phone karein.	डिवर्मिंग दवा सुरक्षित है। चिकित्सक सहायता के लिए 108 नंबर पे फोन करें	ASHA sahyogini (55500)
21-Aug	Reporting on Deworming	ASHA should support the AWW in submitting Anganwadi report to ANM by 24 Aug.Also submit one copy of ASHA reporting form.	Deworming day ki anganwadi report anganwadi se 24 Aug tak le kar ANM ko dein. ASHA report ki ek copy bhi ANM ko dein	डिवर्मिंग रिपोर्ट 24Aug तक ANM को जमा करने में आंगनवाड़ी को सहयोग दे	ASHA sahyogini (55500)
21-Aug	Reporting on Deworming	Ensure that you receive all schools and anganwadi deworming forms by 24 Aug	Sunisshit kare ki apne kshetra ke school aur anganwadi se deworming coverage report aapke paas 24 Aug tak aajaye	सुनिश्चित करे: आंगनवाड़ी/स्कूल डिवर्मिंग रिपोर्ट 24Aug तक आपको मिल जाए	ANM (19500)
29-Aug	Submission of school and AWC forms to MO-BPHC	Ensure that ANM timely submit National Deworming Day school and angawadi reporting forms, ASHA reporting forms to block by 31 Aug	Sunisshit kare ki National Deworming Day ke school aur anganwadi form, ASHA reporting form ANM 31 Aug tak block ko samay se jama kare.	ANM, स्कूल, आंगनवाड़ी, आशा डिवर्मिंग रिपोर्ट 31Aug तक ब्लॉक पर जमा करे	ANM (19500)+BCMHO / Block official (249)

09-Sep	Compilation of deworming coverage at block level	Compile National Deworming Day coverage data of all schools and AWC in block reporting form. Ensure submission of common & monitoring form at district by 16 Sep	Apne block ke sabhi school/ AWC ke ankre National Deworming Day block report me darj kare. Block report, monitoring form ko zila par 16 Sep tak submit kare	सभी स्कूल/आंगनवाड़ी डिवर्मिंग,मॉनिटरिंग रिपोर्ट 16Sep तक जिले पे जमा करे	Block,BCMHO (249) and district official Deputy CMHO. (34)
09-Sep	Reinforcing correct and complete reporting	Please double check number of dewormed children reported and ensure that reporting form is complete before submitting to the next level.	Reporting form jama karne se pehle dawa khilayi gayi bachcho ki kul sankhya ko dubara jaanch le ewam sunichit kare ki form pura bhara hua hai.	रिपोर्टिंग फॉर्म में सही संख्या भरे। फॉर्म पूरा भर के ही जमा करे	BCMHO (249)/ Block official
12-Sep	Reinforcing correct and complete reporting through app	Please ensure submission of National Deworming Day block coverage report by mobile/ web app by 16 Sep	Apne block ki National Deworming Day report ko mobile/web app par 16 Sep tak zarur jama kare	अपने ब्लॉक की NDD रिपोर्ट,मोबाइल/web App पर 16 Sep तक जमा करे	BCMHO (249)/ Block official
16-Sep	Compiling district coverage and submission to state	Compile deworming coverage, data of all blocks in your districts. Ensure submission of district form and monitoring form to state by 23 Sep	Sabhi block ki deworming report sanklit kare.Apne zila ke deworming form, monitoring form ko rajya pe 23 Sep tak jama kare.	अपने जिले की डिवर्मिंग व मॉनिटरिंग फॉर्म राज्य पे 23 Sep तक जमा करें	District(CMHO (34),Deputy CMHO 34,DPM 34 etc
16-Sep	Reinforcing correct and complete reporting through app	Please ensure approval of all blocks National Deworming Day coverage report by mobile/ web app also by 23 Sep	Apne zile ke sabhi blocks ki National Deworming Day report ko mobile/web app par bhi 23 Sep tak zarur jama kare	अपने जिले की NDD रिपोर्ट मोबाइल/ वेब App 23 Sep तक जरूर जमा करें	District(CMHO (34),Deputy CMHO (34), DPM (34) etc
18-Sep	Reinforcing correct and complete reporting	Please double check number of dewormed children reported and ensure that reporting form is complete before submitting to the next level.	Reporting form jama karne se pehle dawa khilayi gayi bachcho ki kul sankhya ko dubara jaanch le ewam sunichit kare ki form pura bhara hua hai.	रिपोर्टिंग फॉर्म में सही संख्या भरे। फॉर्म पूरा भर के ही जमा करे	District(CMHO (34),Deputy CMHO (34), DPM (34) etc
20-Sep	Thank you message	Thank you for your support and cooperation for National Deworming Day Aug round 2019 for worm free and healthier children	Bacchon ke behtar swasthya aur krimi mukt karne ke liye-National Deworming Day pe apke yogdan ke liye dhanyawad	बच्चों को कृमि मुक्त करने,डिवर्मिंग डे में आपके योगदान के लिए धन्यवाद	District+Block ANM (19500)+ASHA sahyogini (55500)

Note:

- 1.) The number of schedule can be increased and decreased.
- 2.) The template for Bulk SMS can be amended/ changed as per the requirement of the Department/ NHM

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Annexure-M

(On firm's letter head)

Annual Turn Over Statement

[Ref. Part-A3 Point 1, Sr. No. 3]

The Average Gross Annual Turnover of M/s(Name of firm)..... and addressfor the past three years are given below and certified that the statement is true and correct :-

S. No.	Financial Years	Turnover in Lakhs (Rs)
1.	2016-17	-
2.	2017-18	-
3.	2018-19	-
Total		- RsLakhs

Average gross annual turnover - Rs.....Lakhs

Date

Signature & Seal of the bidder
Auditor/Seal

Signature of

Chartered Accountant
(Name & Address)

Tel. No.
Mob. No.