

Tender No. AHCT/Admn/2219/2020

Tender for selection of an Agency to provide BPO support Services to 104 Call Centre (Seva Kendram) of Aarogyasri Health Care Trust on E-Procurement platform.

AAROGYASRI HEALTH CARE TRUST

2020



Aarogyasri Health Care Trust
Door No.8-2-293/a/ahct,
Road No.46, Jubilee Hills,
Hyderabad - 500033.

Phone: 040-23547107
Telefax: 040-23555657
website: <https://aarogyasri.telangana.gov.in>

NOTICE INVITING TENDER (Online Version)

S.No	Description	
1.	Department Name	Aarogyasri Health Care Trust
2.	FILE / NIT Number	File No.AHCT/Admn/2219/2020
3.	Tender Subject	Selection of an Agency to provide BPO Support Services to 104 Call Centre (Seva Kendram) of Aarogyasri Health Care Trust
4.	EMD Amount (INR)	Rs.5,00,000/-
5.	EMD payable:	In Favour of Chief Executive Officer Aarogyasri Health Care Trust, Hyderabad through e-portal
6.	Process fee	Rs. 2,000/- Compulsory
7.	Process fee payable	In Favour of Chief Executive Officer Aarogyasri Health Care Trust, Hyderabad
8.	Bid Document Downloading	24.11.2020 11:00 Hrs to 02.12.2020 from 15:00 Hrs
9.	Pre-bid meeting	03.12.2020 at 11.00 Hrs
10.	Online Bids Submission closing date	05.12.2020 At 15:00 Hrs
11.	Technical Bid Opening Date and Time (Qualification and Eligibility Stage)	08.12.2020 at 11:00 Hrs, Aarogyasri Health Care Trust office, Jubilee Hills.
12.	Commercial Bid Opening Date and Time (Financial Bid Stage)	10.12.2020 at 11:00 Hrs
13.	Place of Tender Opening	Aarogyasri Health Care Trust, Jubilee Hills, Hyderabad
14.	Tender Inviting / Opening authority	Chief Executive Officer, Aarogyasri Health Care Trust.
15.	Address/E-mail id	tg_c244@aarogyasri.gov.in website: https://aarogyasri.telangana.gov.in
16.	Contact Details /Telephone.	040-23547107,
17.	<u>Procedure for Bid Submission</u>	<p>1. The bidder shall submit his response through Bid submission to the tender on e-Procurement platform at www.e-procurement.telangana.gov.in by following the procedure given below.</p> <p>2. The bidder would be required to register on the e-procurement market place https://tender.telangana.gov.in and submit their bids online. Offline bids only shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.</p> <p>3. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats displayed in e-Procurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/technical bids and other certificate/documents in the e-Procurement web site. The bidder shall sign on the statements, documents, certificates, and signed documents only to be uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and</p>

bid document.

The system would only authenticate the Encryption certificate uploaded into the e-procurement system at the time of User Registration or updated through User profile. The bidder has to ensure that the uploaded certificate in the e-procurement system is used for the Bid submission and no other certificate though valid will not be recognized by the e-procurement system.

1.Registration with e-Procurement platform: For registration and online bid submission bidders may contact HELP DESK. <https://tender.telangana.gov.in>

2. Digital Certificate authentication: The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on e-procurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the e-Procurement platform.

For obtaining Digital Signature Certificate, **Bidder** may Contact:
Telangana State Technology Services,
2nd floor, HACA Bhavan,
Opp Public Gardens,
Saifabad, Hyderabad - 500004
Contact Helpdesk : 9177769764 (OR)

Bidder may Contact Registration Authorities of any Certifying Authorities in India. The list of CAs are available by clicking the link : ["https://tender.telangana.gov.in/digital-signature.html"](https://tender.telangana.gov.in/digital-signature.html)

3. Submission of Hard copies:

- i) All the bidders shall invariably upload the scanned copies, Proof of online Payment (Remittance) of **EMD** in e-Procurement system and this will be the primary requirement to consider the bid responsive.
- ii) After submission of bid online, the Bidders are required to submit invariably the originals of all the documents part of technical bid stipulated clause No.6 of Section –I and Clause No.6 (a) (b) & (c) of Section –II of tender document at Aarogyasri Health Care Trust, Hyderabad on or before **05.00 pm on 05.12.2020** either personally or through courier or by post. The receipt of the same within the stipulated time shall be the responsibility of bidder. The department shall not take any responsibility for any delay or non-receipt. If any of the documents furnished by the bidder is found to be false/fabricated/bogus, the bidder is liable for black listing, forfeiture of the EMD, cancellation of work.
- iii) The Aarogyasri Health Care Trust shall carry out the technical evaluation based on the uploaded certificates/documents, Proof of online Payment (Remittance) towards EMD in the e-Procurement system and open the price bids of the responsive bidders.
- iv) The successful bidder shall invariably furnish the original Proof of online Payment (Remittance) towards EMD, Certificates/ Documents of the uploaded scan copies to the Tender Inviting Authority before entering into agreement, either personally or through courier or post

and the receipt of the same within the stipulated date shall be the responsibility of the successful bidder. The department will not take any responsibility for any delay in receipt/non-receipt of original Proof of online Payment (Remittance) towards EMD, Certificates/Documents from the successful bidder before the stipulated time. On receipt of documents, the department shall ensure the genuinity of the Proof of online Payment (Remittance) towards EMD and all other certificates/documents uploaded by the bidder in e-Procurement system, in support of the qualification criteria before concluding the agreement.

4. Deactivation of Bidders :

As per the GO. Ms. No. 174 -I&CAD dated: 1-9-2008, Deactivation of Bidders, if any bidder fails to submit the original hard copies of uploaded certificates/documents, Proof of online Payment (Remittance) towards EMD within stipulated time or if any variation is noticed between the uploaded documents and the hardcopies submitted by the bidder, the bidder will be suspended from participating in the tenders on e-Procurement platform for a period of 3 years. The e-Procurement system would deactivate the user ID of such defaulting bidder based on the trigger/recommendation by the Tender Inviting Authority in the system. Besides this, the department shall invoke all processes of law including criminal prosecution of such defaulting bidder as an act of extreme deterrence to avoid delays in the tender process for execution of the development schemes taken up by the government. Other conditions as per tender document are applicable.

5. Payment of EMD:

It is mandatory for all participant bidders to electronically pay EMD Online by utilizing the Payment Gateway Service on E-Procurement platform". The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any bank and Direct Debit facility/Net Banking/NEFT payment modes through ICICI Bank and/or Axis Bank Payment Gateways to facilitate the transaction. This is in compliance as per G.O.Ms.No. 14 Dated: 18-09-2017. A GST of 18.00% + Bank charges on the transaction amount payable to TSTS shall be applicable. In addition to this, Bidders can also pay the EMD through Download of PDF format of RTGS Challan for respective Payment gateway and pay the EMD through their Parent Bank account. Once the EMD is received by the e-Procurement application, Bidders can automatically continue with their Bid Submission online.

IMPORTANT NOTE REGARDING EMD PAYMENT:

1. Bidders are encouraged to use only Net banking facility for payment of EMDs as far as possible for faster refunds in case of unsuccessful Bids for the Tender.
2. Bidders are advised not to use RTGS Challan downloads at the penultimate hour of Bid submission closing as any delay by their banker would not enable Bid submission on the platform. Please allow a minimum of 60 minutes for enabling Continuation of Bid Submission from the time the Pool Account receives credit of the EMD from the Bidders Bank for both NEFT and RTGS Transfers. For RTGS Transfers, the Pool Account can get immediate credit whereas NEFT

transfers would follow RBI Payment Cycle time.

3. Bidders are advised to pay EMD Online at least 1 or 2 days before Bid submission closing date to avoid last minute delays and denials of successful Bid submission and to take care of any delays in Banking procedures.
4. Un Successful Bidder EMD Refund process: - The bid is declared unsuccessful, under the following circumstances. Bid submitted by the bidder is not the lowest bid. Upon Finalization of the L1 Bid. Technical Disqualification of the Bid in case of 2 cover system. EMD paid but bid not submitted EMD refund will be initiated by the Tender Inviting Authority directly and through Online only and through the same payment channels as EMD received by the Department. (RTGS / NEFT /Credit Card /Debit Card refund), within 30 days from the date of publishing the Decision / Result. However, AHCT /GoTS will not be held responsible for the delays occurring due to banking channels/procedures/processes of the respective vendor.
6. **EMD REFUND:** The EMD of unsuccessful bidders shall be refunded through online duly utilising the "Refund EMD" available on e-procurement platform.

IMPORTANT NOTE REGARDING EMD REFUNDS: Bidders are requested to use discretion in their choice of payment channel for remittance of EMD. Time taken for Refunds under Ideal conditions:

1. Net Banking / NEFT / RTGS Challan: One (1) Banking Business Day from time of initiation of refund by Tender Inviting Authority subject to RTGS/NEFT timings of RBI.
2. Credit card/ Debit card: 7-10 working days from time of initiation of refund by the Tender Inviting Authority. However, this may be longer in case of certain bank cards. In case of delays, bidders are requested to contact the Card issuing Bank for faster resolution.
7. **Payment of Transaction Fee:** It is mandatory for all the participant bidders from 1st January 2006 to electronically pay a Non-refundable Transaction fee to M/s. TSTS , the service provider through "Payment Gateway Service on E-Procurement platform". The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any bank and Direct Debit facility/Net Banking of ICICI Bank, Axis Bank to facilitate the transaction. This is in compliance as per G.O.Ms. 13 dated 07.05.2006. A GST of 18.00% + Bank charges on the transaction amount payable to TSTS shall be applicable.
8. **Corpus Fund:** As per GO MS No.4 User departments shall collect 0.04% of ECV (estimated contract value) with a cap of Rs. 10,000 (Rupees ten thousand only) for all works with ECV upto Rs.50 Crores, and Rs. 25,000/- (Rupees twenty-five thousand only) for works with ECV above Rs.50 Crores, from successful bidders on e-Procurement platform before entering into agreement / issue of purchase orders, towards e-procurement fund in favor of Managing Director, TSTS . There shall not be any charge towards e-Procurement fund in case of works, goods and services with ECV less than and upto Rs. 10 lakhs.
9. **Tender Document:** The bidder is requested to download the tender document and read all the terms and conditions mentioned in the tender

		<p>Document and seek clarification if any from the Tender Inviting Authority. The bidder has to keep track of any changes by viewing the Addendum/Corrigenda issued by the Tender Inviting Authority on time-to-time basis in the E-Procurement platform. The Department calling for tenders shall not be responsible for any claims/problems arising out of this.</p> <p>10. Bid Submission Acknowledgement: The bidder shall complete all the processes and steps required for Bid submission. The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the bidder. Users may also note that the bids for which an acknowledgement is not generated by the e-procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to the Tender Inviting Authority for processing the bids. The Government of TS are not responsible for incomplete bid submission by users.</p>
18.	Transaction Fee Payable to	The M.D., TSTS, Hyderabad (ON LINE)
19.	General Terms and Conditions	AS PUBLISHED IN THE TENDER DOCUMENT.

NOTICE INVITING BID

1. The AHCT invites proposals from the eligible BPO Service Providers for Integrated Call Centre for 104 Sevakendram as detailed out herein for a period of **Twenty Four (24) months** from the date of commencement of Contract.
2. The bidder will be selected through Least Cost Based selection procedure described in this Bidding Document.
3. The bid of any bidder who has not quoted all the required rates, shall be out rightly rejected.
4. All the documents which are mentioned in the Tender/ checklist are mandatory to upload on e-procurement.
5. Bid documents shall be uploaded through e-procurement only.

Address for submission of Hard Copies :

Aarogyasri Health Care Trust,
Door No. 8-2-293/82/a/ahct,
RoadNo.46, Jubilee Hills,
Hyderabad.

Contact for queries: Sri. B.Venkateswara Rao, EO (Admn),

Website: <https://tender.telangana.gov.in>

Chief Executive Officer
Aarogyasri Health Care Trust
Hyderabad

Disclaimer

The information contained in this Bidding document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Trust or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Trust to the prospective Bidders or any other person. It may not be construed as the agreement under any circumstances. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers (Bids) pursuant to this RFP. It includes statements, which reflect various assumptions and assessments arrived at by the Trust in relation to the IT Infrastructure needs of the trust. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Trust, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Trust accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Trust, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder or Bidders under any law, statute, rule or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, arising in any way for participation in this Bidding Stage.

The Trust also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient

The Trust may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

Costs to be borne by bidder(s)

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Trust or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Trust shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

No Legal Relationship

No binding legal relationship will exist between any of the Bidder(s) and Aarogyasri Health Care Trust until execution of a contractual agreement.

Bidder's Obligation to Inform Itself

The Bidders must conduct their own investigations and analysis regarding any information contained in the Bidding Document and the meaning and impact of that information.

Evaluation of Offers

Each Recipient acknowledges and accepts that Aarogyasri Health Care Trust may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible Bidders.

The issue of this notice inviting tender does not imply that the Trust is bound to select a Bidder or to appoint the Selected Bidder, for this Service. The Trust reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

Acceptance of Selection Process

Each Bidder having responded to this Bidding document acknowledges to have read, understood and accepts the selection and evaluation process mentioned in this Bidding Document. The Bidder ceases to have any option to object against any of these processes at any stage subsequent to submission of its responses to this Bidding Document.

Errors and Omissions

Each Bidder should notify Aarogyasri Health Care Trust about any error, omission, or discrepancy found in this Bidding Document.

Acceptance of Terms

Bidder will, by responding to Aarogyasri Health Care Trust for Bidding Document, be deemed to have accepted the terms of this Introduction and Disclaimer.

SECTION-I INVITATION TO BIDS

Introduction to Bidders

Bids are invited by the Aarogyasri Health Care Trust from the eligible BPO Service Providers having experience in maintenance of Call Centre and to provide Manpower for 104Seva Kendram Call Centre of Aarogyasri Health Care Trust for a period of Two years from the date of award of contract.

Interested bidders may view and download the tender document containing the detailed terms & conditions, from the website <https://tender.telangana.gov.in> from 11 hours on 24.11.2020 upto 15 hours 02.12.2020. **Tender process fee of Rs. 2000/- (Rupees Two Thousand only) in the form of account payee Demand Draft has to be enclosed with the Tender Document, no tender will be accepted without process fee to tender.**

Bidders are advised to study the Tender document and Terms & Conditions carefully and completely. Submission of Bids shall be deemed to have been done after careful study of Tender document and examination of Terms & Conditions with full understanding of its implications.

1. General

In this document, the following terms shall be interpreted as indicated below.

(a) General Definitions

- i. “Applicable Law” means the laws and other instruments having the force of law in India.
- ii. “Authority” means AHCT
- iii. “Government” means the Government of Telangana (GoTS) or the Government of India (GoI), as the context may require.
- iv. “IRDA” means the Insurance Regulatory And Development Authority of India established under the Insurance Regulatory and Development Authority Act 1999.
- v. “Law” includes all statutes, enactments, acts of legislature, laws, ordinances, rules, bye-laws, regulations, notifications, guidelines, policies, directions, directives, and orders of any Government, Government Authority, Court, Tribunal or Board, as may be applicable to the subject matter of the Contract in pursuance hereof.
- vi. “Scheme” means Aarogyasri Scheme.

(b) Entities

- i. “BPO Service Provider” means such Business Process Outsourcing Service provider who shall be responsible for implementing and executing the Scheme in accordance with the terms and conditions of the Scheme.
- ii. “Party” means the Trust or the BPO Service Provider, as the context may require; and “Parties” means both of them.

- iii. “Project Manager” means the person appointed by the BPO Service Provider with the prior approval of the Trust to perform the duties delegated by the Trust
- iv. “Third Party” means any person or entity other than the Government, the Trust or the BPO Service Provider.
- v. “Trust” means the Aarogyasri Health Care Trust of Government of Telangana.
- vi. Conflict of Interest: The Service Provider shall not engage, and shall cause its personnel as well as any Subcontractors and their personnel not to engage, either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this contract.

(c) Scope

- i. “Confidential Information” means all information (whether in written, oral, electronic or other format) that has been identified or marked confidential at the time of disclosure including Project Data which relates to the technical, financial and business affairs of customers, BPO Service Provider, products, operations, processes, data, trade secrets, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party whether a Party to the Contract Agreement in the course of or in connection with the Contract Agreement (including without limitation such information received during negotiations, location visits and meetings in connection thereof).
- ii. “Deliverables” means the services specifically developed for “Aarogyasri Health Care Trust” and agreed to be delivered by the BPO Service Provider in pursuance of this Bid Document and includes all documents related to the service, user manuals, technical manuals, design, methodologies, process and operating manuals, service mechanisms, policies and guidelines, and all their modifications.
- iii. “Proprietary Information” means processes, methodologies and technical, financial and business information, including drawings, design prototypes, designs, formulae, flow charts, data, computer database and computer programs already owned by, or granted by third Parties to a Party hereto prior to its being made available under this Agreement.
- iv. “Service Level” means the level and quality of service and other performance criteria which will apply to the Services as set out herein.
- v. “Software” is a collection of computer programs and related data that provide instructions for telling a computer what to do and how to do it.
- vi. “Materials” means all documentation in printed or printable form and all instructional and informational aides in any form (including audio, video and text) and on any medium, provided to the Trust by the BPO Service Provider under the Contract Agreement.
- vii. “Intellectual Property Rights” means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from, extract or re-utilize data from, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory, or otherwise

use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.

- viii. “Goods” means all equipment, machinery, furnishings, Materials, and other tangible items that the Service Provider is required to supply or supply and install under the Contract, including, without limitation, the Information Technologies and Materials, but excluding the Service Provider’s Equipment.

(d) Place and Time

- i. “Project Office” or “Service Area” means the office of the Trust within which the BPO Service Provider is authorized to provide services to operationalise the Scheme.
- ii. “Hour” means the hour as appearing in 24 hour format (hh:mm).
- iii. “Day” means calendar day of the English Calendar.
- iv. “Week” means seven (7) consecutive Days, beginning from Monday.
- v. “Month” means calendar month of the English Calendar.
- vi. “Year” means twelve (12) consecutive Months.

2. **‘104’ Service:** Government of Telangana has started 104 Helpline service with the objective of providing advice through a health helpline providing quality medical information, advice and counseling round-the-clock to the 8 crore people of Telangana in English, Telugu and Hindi. The governing principle of this service is to bring awareness among the population about the available health choices.

The services offered through the 104 help line are:

- (i) Health Advice using the predefined algorithms providing the appropriate health advice.
 - (ii) Counselling Services (counselling on HIV/AIDS condition, matrimonial discord, depression and chronic diseases, psychological distress, early identification of suicidal tendencies and suicide prevention).
 - (iii) Directory Information (information about health BPO Service Providers, diagnostic services, hospitals, both public and private information about government health programmes).
 - (iv) Complaint Registry (citizens can register complaints against any public health system/provider and redress is provided).
3. Trust Funding: Trust is fully funded by Government of Telangana.
 4. Current plans by the Trust are to cover the following:
 - Entire State of Telangana.

- Additional Communicator hours may be added to the existing Trust Call Centre as necessary to accommodate call volume or to open an additional Call Centres.

- For informational purposes, see Description of Services Volume –II for anticipated Call Volumes. It is the intent of this proposal for Trust to determine staffing needs, but to allow proposers to understand better the mission of Trust; Volume II may be used as a reference.

5. Scope of Work

This tender aims to engage an Agency to provide BPO Support Services by providing manpower for maintain and 104Seva Kendram Call Centre, Aarogyasri Health Care Trust for a period of two years.

6. Eligibility criteria:

- a. The prospective bidders should have experience of running /maintaining call centre in State/Central Government Depts., Autonomous bodies in PSUs and reputed private companies during the last three (3) years.
- b. Should have executed three (3) similar work (Call Centre Maintenance) for three years should not be less than Rs. 3.00 Crores turnover.
- c. Should have been registered with Income Tax, GST, ESI, EPF Departments and others statutory bodies.
- d. Should produce solvency certificate from Nationalized /Scheduled Bank for an amount of minimum Rs.10 Lakhs. The solvency certificate should not be more than three months old.
- e. The Prospective bidder should hold a valid contract labour license for supply of BPO Services to the Principal employer and should have paid necessary fees and deposits into Government Treasury as per provision of the Contract Labour (Regulation and Abolition Act, 1970) and Rules, 1971. The Agency is required to deposit a valid labour license from the competent Authority under the provisions of the Contract Labour (Regulation and Abolition Act, 1970) and Rules, 1971.
- f. Unrealistic tenders will not be entertained.

7. Clarification of Tender Document

Bidders may request clarifications with regard to terms & conditions or any part of the Tender document upto 3.00PM on or before 05.12.2020. Any request for clarifications may be sought from O/o the Aarogyasri Health Care Trust, Jubilee Hills by email to tg_c244@aarogyasri.gov.in.

8. Amendments to bid document:

At any time prior to the deadline for submission of bids, Aarogyasri Health Care Trust for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.

All prospective bidders those have received, the bidding documents will be notified of the amendments in the e-procurement portal and such modifications will be binding on all bidders.

In order to allow prospective bidders, reasonable time in which to take the amendment into account in preparing their bids, Aarogyasri Health Care Trust, at its discretion, may extend the deadline for the submission of bids.

SECTION II GENERAL TERMS AND CONDITIONS

1. Requirement of Manpower Posts:

The requirement of Manpower along with minimum qualification /experience for each category of post to 104 Seva Kendram Call Centre is furnished in Annexure - I.

2. Bid Security (EMD)

A. The bidder/firm shall deposit the amount as mentioned below towards Bid Security (Earnest Money Deposit) as online payment, as described, from any Nationalized Banks /Commercial Banks/Scheduled Banks for an amount of Rs.5,00,000/- (Rupees Five Lakhs only) in favour of the “Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad” and attach the Challan in PDF format with Pre-qualification Bid document. The EMD should be valid for a period of (3) months. No tender will be accepted without EMD.

The earnest money of the successful bidder shall be returned after the receipt of Performance Security /Guarantee as called for in the contract. The earnest money of the successful bidders shall be discharged within 30 days upon the bidder executing the Agreement/Contract and furnishing the Performance Bank Guarantee.

Those who are register under MSME and NSIC are exempted from payment of EMD.

B. Forfeiture of the bid Security-

If a bidder withdraw his bid during the period of bid or in case successful bidder fails:

- (i) To sign the contract within the stipulated period or
- (ii) To furnish Performance Bank Guarantee within stipulated period;
- or
- (iii) If at any stage, any information /Declaration is found to be false.

3. Procedure for submission of bids

The prospective bidder shall submit hard copy of the bid document submitted in the e-procurement platform along with D.D for tender processing fees in a sealed cover superscribed with Tender No. and tender purpose to the Chief Executive Officer, Aarogyasri Health Care Trust, Door No. 8-2-293/82/a/ahct, Road No. 46, Jubilee Hills, Hyderabad – 500033 as prescribed in the tender schedule i.e. 05.12.2020 at upto 05.00 PM. The bid documents which are reached after the prescribed time will not be accepted..

4. Delay in submission of Bids

In case of belated receipt of tender documents Aarogyasri Health Care Trust shall not be responsible for any delay caused either by the vendor or by any other source/mode of transmission.

5. Procedure for opening of Bids

The Tender Evaluation Committee shall open all the bids in the presence of the Bidders or their authorized representatives on dates & time indicated above (General Information about Tender). Persons carrying authorization letter from bidders only shall be permitted to attend the meetings. The commercial bids of those, who are not qualified in Technical bids shall not be opened and considered for Commercial evaluation.

6. Contents of Bids

The Bids submitted by the bidder shall comprise of the following components:

a) Documents to be enclosed with “Technical Bid”:

- i) Tenders process Fee of Rs. 2000/- (Rupees Two Thousand only) in the form of Account Payee Demand Draft drawn in favour of “Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad”.
- ii) No tender shall be accepted without process fee of Tender Document. The Application fee is not refundable.
- iii) Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees : Five Lakhs only) as explained in Clause 2 (A) above .
- iv) Certificate of Registration of the company, partnership deed (in case of partnership).
- v) Copies of Income Tax returns for the last three (3) Financial years 2017-18, 2018-19, 2019-20 and audited Financial Statements showing the turnover from services for the last three years (Annexure- PQ I). Annual turnover of the Agency/company should not be less than Rs. 3 Crores during the last three financial years.
- vi) Copies of authorized current documents in connection with registration of the firm under GST.
Copy of Certificate of Registration of ESI.
Copy of Certificate of Registration of EPF.

- vii) Copy of the PAN Card showing the PAN number of the Agency allotted by the Income Tax authorities.
 - viii) An undertaking on the letter head of Agency that the bidder is following all directives of the Government, applicable to itself (bidding firm) and its employees regarding.
 - ix) Letter of understanding on letter head of Agency stating that they have not been blacklisted by any State Government / Central Government / PSU for any reason in the last five financial years, which is duly signed by the Officer competent and having the power of attorney.
 - x) Since the terms & conditions in tender document get converted into contract, it is necessary for **the Authorized Signatory to sign in each and every page of the tender document with seal and return the same as part of the Bid.**
- b) Documents to be enclosed with hard copy of “Bid Document which was uploaded in the E-procurement platform”:**
- i) Bidders Particulars (Annexure-T1)
 - ii) Statement of deviation from Tender Terms and Conditions (Annexure-T2).
 - iii) List of Customers to whom similar services rendered / are being provided. Legible copies of documents of work orders, service agreements etc in support of agency’s experience for the last three years in providing such services in Govt. / Public Sector Undertaking / Autonomous bodies / Reputed Private Companies / Organizations. Documentary evidence showing three similar completed works, with Rs. 3.00 Crores during the last three years have to be submitted. (as Annexure-T3).
 - iv) Agency / Vendor Profile (as Annexure-T4)
 - v) Solvency certificate for a minimum of Rs. 10 Lakhs from any Nationalized / Scheduled Bank and it should not be more than three months old. (as Annexure – T5).
 - vi) Any other document required as per various clauses and terms and conditions mentioned in the tender document (as Annexure –T6).
 - vii) Check List (as Annexure –T7).
- c) “ Commercial Bid” comprising of the following to be filled in accordance with the formats provided in the Tender Document:**
- i) Bid Letter(Annexure-C1)
 - ii) Price Schedule (Annexure-C2)
 - iii) Contract Form (Annexure-C3) (it is nominal undertaking for the contract agreement).
 - iv) Any other document required as per various clauses and terms & conditions mentioned in the tender document (Annexure-C4)
 - v) Check List(Annexure-C5)

7. Bids shall contain no interpolation, erasers or overwriting. Corrections, if any, shall be initiated by the person signing the bid.

8. Aarogyasri Health Care Trust reserves right to accept any bid and to reject any or all bids:

- a) Chief Executive Officer, Aarogyasri Health Care Trust reserves the right to accept any bid, and / or annul the Tender Process and /or reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the effected bidders(s) of the ground for such action.
- b) Bids from any bidder who has not accompanied by tender document process fee or bid Security amount or bids without required documents / information are liable to be summarily rejected.
- c) All relevant Annexure of this Tender document should be furnished by the bidder and signed (with company seal). Failure to do so will result in summary rejection of the bid.
- d) Bids by Telex / Fax and incomplete bids will be summarily rejected.

9. Tender Evaluation Committee reserves Rights to Negotiate

The TEC reserves the right to negotiate after opening the “Commercial Bids” with one or more of the short-listed bidder(s) with regard to outsourcing of employees on contractual basis.

10. Period of validity of Bids.

Bids shall be remain valid for 3 (Three) months from the date of commercial bids. Any bid from the date valid for a shorter period may be rejected by the Tender Evaluation Committee as non-responsive.

11. Quotation of Prices

The Prices should be quoted in Indian Rupees as per the format given at **Annexure-C2**. Price quoted should be only Administrative cost /service charges (Agency commission). Aarogyasri Health Care Trust will pay only the rates quoted in the Annexure-C2. No other payment will be paid.

12. Period of contact:

The Contact shall be initially awarded for a period of Two years from the date of award of contract. However, Aarogyasri Health Care Trust at its discretion may extend the contract for a further period of one year as per rate, terms and conditions agreed upon.

13. Award of contract:

Generally the least quoted will be awarded the contract. In case more than one Agency quotes the same service charges, the length of service of the Agency in the same field / business and turnover of the recent past 3 years will be considered for awarding the

contract. The successful Agency will be intimated by the Aarogyasri Health Care Trust through a formal letter of acceptance. The Agency is required to give confirmation of their acceptance. The Agency is required to give confirmation of their acceptance which will automatically be considered as part of the contract concluded with the successful bidder as selected the Aarogyasri Health Care Trust. Failure to do so may result in rejection of Bid submitted by the Agency.

14. Signing of Contract

The successful Agency shall be required to sign a Contract / Agreement with the Aarogyasri Health Care Trust to comply with all the provisions of the Tender.

15. Performance Guarantee

Within 7 days of the receipt of notification of award of contract from AHCT, the successful Agency shall furnish the performance guarantee in accordance with the conditions of Contract. The Contract Performance Guarantee should be in the form of D.D (Demand Draft) in favour of the Chief Executive Officer, Aarogyasri Health Care Trust which shall be 10% of the Total contract value, valid for the entire contract period from a Nationalized / Scheduled Bank.

16. Subletting

Selected bidder shall not assign or sublet this contract or any part of it to any other agency in any form. In the event of doing so, it shall result in termination of contract and forfeiture of Security Deposit. During the period of contract, if the Agency provides such services to any other user at lower price, it has to extend such lower rates to 104SK AHCT.

17. Refund of Security Deposit (EMD)

In case of unsuccessful bidders whose tenders are not considered for placing order, the Earnest Money Deposit will be refunded without any accrued interest within three months of the final decision for selection of Agency / Firm. Aarogyasri Health Care Trust, reserves the right to forfeit part or full security deposit amount without assigning any reason, if bidder is found in violation of all / any of the tender conditions.

18. Deployment of services

The successful Agency shall deploy only qualified, experienced, competent and appropriately trained BPO Support Services as per the job requirements and qualification indicated at **Annexure-I** for providing required services. The Agency shall provide details of qualifications and experience of BPO Services to AHCT before deployment. If AHCT finds that BPO Services being deployed does not have required qualification and experience, the Agency shall be informed for taking appropriate corrective measures immediately by providing an alternate competent employee immediately after due approval of CEO, AHCT. The Agency shall provide a substitute

after due interview and approval of CEO, AHCT, well in advance, if there is any probability of person leaving the job due to his/her own personal reason. The payment in respect of overlapping period of the substitute shall be the responsibility of the Agency.

19. Conditions and responsibilities to be adhered to by Outsourcing Agency:

- i. The successful Agency shall recruit and deploy qualified and experienced personnel as per the requirement of Aarogyasri Health Care Trust as specified in Annexure - I. The number of vacancies in each category of post is subject to increase or decrease as per the necessity.
- ii. The manpower proposed to be deployed by the Agency shall be on its pay rolls for all purposes. The Agency should deploy the manpower whose names are selected after interview by the Committee and approved by the CEO, AHCT or its Authorized Officer.
- iii. The Agency shall ensure that payment to deployed employees is made in time every month by 5th without linking to the payment receivable from AHCT. The payments shall be made to all employees through direct transfer to their respective bank accounts. It is the responsibility of the agency to obtain the performance cum Attendance report from the Team Leaders by 1st of the succeeding month.
- iv. The Agency shall take a declaration from every employee deputed, that he/she is not involved in any police case of Government of India / respective State of habitat. Their antecedents should be verified suitably by the Agency.
- v. The Agency shall keep with him, the present and permanent address, contact numbers (phone/Mobile number), e-mail address, educational and technical qualification, specimen signature, two passport size Photographs in respect of each person deployed and furnish these details/information to AHCT as and when called for. The Agency shall supply valid identity cards to all the personnel deployed to the 104Sk AHCT.
- vi. The Agency /his deployed personnel to 104SK, AHCT shall not develop any direct/ in direct business/commercial relationship with the user / client organizations of Aarogyasri Health Care Trust.
- vii. The deployed persons shall maintain office decorum. They shall be courteous, polite co-operative with the staff members / officials and be committed to the work assigned to them.
- viii. The deployed persons should not be in an inebriated condition while on duty at 104Sk Aarogyasri Health Care Trust and should not be a smoker, tobacco/pan masala chewer.
- ix. The Department may require the service provider to dismiss or remove from site of work, any persons employed by the service provider, who may be incompetent or for his/her/their misconduct and service provider shall forthwith comply with such requirements.

- x. The period of contract will initially be for a period of two years from the date of award of contract subject to review of performance every year thereafter and will be extendable for one more year on the same terms & conditions agreed upon, at the discretion of Trust after expiry of contract. The hiring of the manpower through this tender shall have no employment obligation whatsoever on Aarogyasri Health Care Trust.
- xi. The Agency shall replace immediately any of its personnel, if they are deemed unacceptable to the office because of security risk, incompetence, conflict of interest, breach of confidentiality or improper conduct, upon receiving written Notice from Trust.
- xii. The Agency shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of overlapping period of the substitute shall be the responsibility of the Agency.
- xiii. That on the expiry of the agreement as mentioned above, the Agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of termination of employment or non - employment by the personnel of the Agency, it shall be the entire responsibility of the Agency to pay and settle the same.
- xiv. The Agency's personnel shall not claim any benefit / compensation / absorption / regularization of services in this Trust under the provision of Industrial Dispute Act, 1947 of contract labour (Regulation & Abolition) Act, 1970. Undertakings from the person to this effect will be required to submit by the Agency to this office.
- xv. The Agency will indemnify AHCT of all legal obligations to its employees deputed to work on sites of 104Sk Aarogyasri Health Care Trust.
- xvi. The Agency shall be contactable at all times and message(s) sent by email / fax / Special Messenger / phone from the Department shall be acknowledged immediately on receipt of the same day.
- xvii. The individual sent by the outsourcing Agency are eligible for 15 days Casual Leave per year or proportionately to the actual outsourcing period and there shall not be any reduction from the remuneration due to availing of such Casual Leave.
- xviii. The Women employees are eligible for 120 days Maternity Leave without paying remuneration for the said period. The outsourcing agency is responsible to see that the remuneration for the maternity Leave period shall be claimed from ESIC.
- xix. If for any reason a personnel deployed by the Agency, proceeds on absence he/she should properly intimate the Authorized officer & the concerned Administration before such absence or in case of medical emergency on the first day of taking such absence either officially or telephonically clearly indicating the number of days he/she would be absent.

- xx. The Department may require the service provider to dismiss or remove from site of work, any persons employed by the service provider, who may be incompetent or for his/her/their misconduct and service provider shall forthwith comply with such requirements as per the monthly performance reports submitted and duly approved by CEO for any disciplinary action after following due process of the applicable labour law and whenever such a decision is upheld after following such process.
- xxi. It is the responsibility of the outsourcing agency to remit statutory remittances such as Employees Provident Fund Contributions, ESI Contributions, GST, Professional Tax, etc. as per rules. The employer contribution of EPF, ESI and GST will be released by CEO, AHCT. No additional amount other than the commission will be paid to the Agency. However, a certificate and paid challans as proof of payments should be produced by the Agency regarding proper remittance of EPF, ESI, GST, Professional Tax etc. for release of payment for subsequent month.
- xxii. The Invoice raised /claim for work bill should be on actuals.
- xxiii. The successful Bidder has to deploy one candidate who knows all statutory provisions and day to day activities to monitor employees.
- xxiv. The employees of the Agency would have to work 6 days in a week 8 Hrs in a day 24/7. However, AHCT may stagger the working hours or direct the employees to work on Week off/holidays duly granting them compensatory off.
- xxv. The employee shall be governed by the usual office secrecy rules and regulations and under any circumstances shall not disclose to any unauthorized person any information/data that he/she may have by virtue of his/her position in the office/Centre. This is also applicable after leaving AHCT.
- xxvi. All employees to be sponsored shall be locals of Telangana State. The nativity certificate from 4th class to 10th class/standard needs to be enclosed with resumes.
- xxvii. Any damages occurred to equipment, furniture, etc. due to negligence on the part of any employee, the Agency should bear the loss on the damage.

20. Force Majeure:

If at any time, during the existence of this contract, the performance in whole or in part by either party under obligation, as per this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, restriction, strike, lockout or acts of any kind of natural calamity (herein after referred to “eventuality”), provided notice of happening of any such eventuality is given by either party to the other within 21 days of the state of occurrence of thereof, neither party shall be reason of such an “eventuality” be entitled to terminate their contract nor shall either party have any claim or damages against the other in respect of such non-performance or delay in performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such “eventuality” has come to an end or ceases to exist. In case of any dispute, the decision

of the CEO, Aarogyasri Health Care Trust shall be final and conclusive, provided further that if the performance in whole or part or any obligation under this contract is prevented or delayed by reason of any such eventuality for a period exceeding 60 days either party may at its option, terminate the contract.

21. Termination of contract:

The designated officer of Aarogyasri Health Care Trust reserves the right to terminate the contract with an advance notice of one month without assigning any reason. The contract can also be terminated at the request of Agency, with an advance notice of three months failing which agency is liable to pay liquidated damages besides forfeiture of Security deposit or Performance Bank Guarantee.

22. Termination for Default:

The CEO or the designated officer of Aarogyasri Health Care Trust may, without prejudice to any other remedy for breach of contract, shall send a notice to the Agency to terminate this contract whole or in part under the following circumstances:

- a. If the Agency fails to deliver any or all the services mentioned in the contract, or any extension thereof granted by Aarogyasri Health Care Trust .
- b. If the Agency fails to perform any other obligations under the contract.
- c. If the Agency, in either of the above circumstances, does not remedy its failure with in a period of 15 days (or such longer period as AHCT may authorize in writing) after receipt of the default notice.
- d. In the event, AHCT terminate the Agency in whole or in part pursuant to above points, the AHCT may hire the Agency at the risk and cost of working Agency as AHCT deems appropriate. However, the Agency shall continue the performance of the contract to the extent not terminated.

23. Right to Black List:

AHCT reserves the right to blacklist an Agency for a suitable period in case it fails to honour its bid without sufficient grounds.

24. Submission of Invoices and payment:

Payment: Aarogyasri Health Care Trust shall pay on monthly basis within 30 working days after submission of bills with necessary enclosures which were already paid to the employees outsourced by the agency. Then Aarogyasri Health Care Trust reimburse the same and enable to pay the next month salary to the staff members .

The successful Agency should submit pre-receipted bills in triplicate for each month at the end of the month along with certificate from the concerned officers regarding satisfactory performance related to the deployed employees.

Aarogyasri Health Care Trust shall process the payment expeditiously and try to release payments within 15 days. Payments shall be subject to deductions of applicable penalty amount where the bidder does not fulfill agreed terms & conditions, as the case

may be. All payments shall be made subject to deduction of TDS (Tax Deduction at Source) as per the Income Tax Act, 1961 and any other applicable taxes, from time -to-time.

The successful Agency is required to produce the acknowledgements of receipt of wages by employees duly indicating the earnings, deductions towards EPF and ESI of previous month while submitting bill for payments. Documents/receipts /counter folios for having paid/remitted the EPF, ESI, GST or any other tax levied by Government of previous month shall also be furnished, while submitting bill for payments.

25. Penalty Clauses

- i. The successful Agency shall start providing manpower from the date of intimation. Any unjustified and unacceptable delay in deployment of manpower by the bidder will have for penalty @ Rs.200 per day per person.
- ii. In case the manpower deployed is not performing satisfactory services, the Agency will have to replace the manpower within 7 days of intimation after due approval of competent authority, failing which 2% will be deducted from the amount payable for the current month or security deposit or performance guarantee.
- iii. The successful Agency shall ensure that payment is given to the deployed employee in time and that the Agency shall be responsible for all and any of eventual default or violation of labour laws applicable to such cases. If the successful Agency does any malpractice in payment to any deployed employee its security deposit or performance Guarantee will be forfeited and his job order will be cancelled.
- iv. The other form of Penalty not mentioned in the Tender Document will be decided by the appropriate authority on case to case basis.

26. Arbitration

If any difference arises concerning this agreement, its interpretation on the payment to be made there under, the same shall be settled by mutual consultations & negotiations. If attempts for conciliation do not yield any results within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an arbitral tribunal containing a sole arbitrator. Such request shall be accompanied with a panel of names of three persons to act as the sole arbitrator. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under Law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the Claimant. The arbitration proceedings shall take place at Hyderabad and shall be conducted in English. The provisions of Arbitration and Conciliation Act, 1996 and the rules framed there under and in force shall be applicable to such proceedings.

27. Applicable Law

The successful Agency shall comply with Governments Labour Laws & Acts, Regulations and directives in force. All the registers as required by the applicable Act / Rules should be maintained and produced when demanded by the competent authority.

28. Miscellaneous

Any other terms & conditions, mutually agreed to, prior to finalization of the contract shall be binding on the Agency and AHCT during the period of the contract. Default of any terms and conditions of the tender will result in rejection of the bid and forfeiture of EMD /Security deposit, accordingly.

29. Canvassing

Bidders are hereby warned that canvassing in any form for influencing the process of Notification of Award would result in disqualification of the Bidder.

B Description of Services

1. Health Help Line services: The Trust intends to run a health help line with the following services.
 - i. Health Advice
 - ii. Counseling
 - iii. Directory information, and
 - iv. Grievance forwarding and redressal

The Trust is looking for a BPO Service Provider to staff and operate its 104 Call Centre in Hyderabad.

2. The BPO Service Provider will be responsible for completing the following major tasks: Recruit and hire qualified staff to carry out operations of the Trust Call Centre.
 - i. Ensure the Trust Call Centre is staffed and available to receive calls 24 hours a day, 7 days a week through a detailed staffing plan and a continuity of operations plan in the event of a local, regional, state or national disaster.
 - ii. Manage the Trust Call Centre Technical Infrastructure System, communications infrastructure, including standard managing call reporting tools, as directed by Trust. Although Trust will provide the facility, equipment, landlines, and other infrastructure components, the BPO Service Provider will manage and maintain these assets on a daily basis and work with Trust to develop procedures for testing, maintenance, troubleshooting, and reporting.
 - iii. Provide a monthly schedule of hours to be worked 2 weeks prior to the beginning of each work schedule.
 - iv. Work with the Trust staff to review, improve if required, and execute quality assurance procedures, data acquisition and reporting procedures, and financial accountability/property control procedures.
 - v. The result of this contract will be the provision of qualified health services call centre staffing and supervision, for the Trust Call Centre for the hours specified herein.
3. The Trust Call Center will be operational 24X7 with adequate staffing to ensure the following:
 - i. Ability to answer the expected and actual number of calls without putting callers on hold or dropping calls due to inability to answer the incoming request
 - ii. Ability to operate on a continuous 24X7 basis to receive calls and route/advise patients and to provide continuous operations.

- iii. Ability to continue or increase operational capacity (staffing) 24X7 function in the event of a declared emergency and/or natural/man-made disaster as requested by the CEO or designee.
 - iv. Ability to answer calls in Telugu, Hindi and English in the descending order of importance.
4. The BPO Service Provider selected for this project shall have the following requirements to fulfill:
- i. A corporate infrastructure capable of staffing an operation of this size and complexity.
 - ii. Human resource services capability necessary to recruit qualified personnel and provide related HR functions.
5. A call to 104 will be made by a needy caller, which goes to the call centre. An advisor will immediately attend the call and register the call. The purpose of registering the Call taking process is to ensure standard procedure is followed to serve the callers by registering, advising and transferring the calls to the concerned professionals if required. The caller details and Beneficiary details are obtained and recorded. The purpose of the call is then recorded. If the call is for a medical advice then certain algorithms and disease summaries are used to advise the caller (94 % of calls). The call gets escalated to the in-house medical officer in case a prescription needs to be given as per the algorithm; or in case the call is emergency in nature then for onward transmission to 108 through the in-house medical officer; or if there is no content available in the algorithms or disease summary(10% of medical advice calls). If after the advice or on a direct call, directory services are required, the same are offered (2% calls). If the call is related to counselling, the call is forwarded to the doctor before it is put through to a counsellor. Thereafter once the caller is registered, second call onwards the caller is directly put through to the counsellor (4% calls). If the call is for grievance redressal, then its registered and followed up with the party concerned. If the call is related to blood donation or organ transplant, the status of the same is informed and the service facilitated. (100 calls per day would be the approximation)

Sequentially, the overall call taking process involves the following steps:

The call is received from the central server and routed to the HA.

- i. The HA then greets the caller by a standard greeting and then asks for the preference of language i.e. Telugu/ English/Hindi.

- ii. HA asks for an existing ID that was earlier generated if he is a repeat caller. Call is transferred to required advisor.
- iii. If caller is calling for the first time, HA gets the caller details: Either the [ration card number (or) [Caller's name, surname, father's name/mothers name, age, sex, Village, Mandal, District]
- iv. Call is transferred to respective advisor if needed viz., MO/CO/ GH.
- v. If the caller is calling for the first time then a new id will be generated after taking basic details from the caller.
- vi. If the caller is calling for the second time then based on the details given by the caller the id given to that caller earlier will be retrieved.
- vii. After generation/retrieval of the caller id, the right side of the screen will be enabled
- viii. **Junk Call:** If the call is not valid, then HA will terminate the call based on the type of the call (nuisance, silent, missed etc....)
- ix. **Emergency Call:** In case of emergency call is directly transferred to Team Leader /Medical Officer without any registration of mandatory fields at HA Level by selecting Emergency call check box.
- x. **Counseling Call:** When the caller calls for the first time for counseling the call is transferred to Team Leaders/CO.
- xi. When the caller calls for the second time for follow up HA enquires about the counselor's ID given to the caller in first session and transfers the call directly to CO, if available or any other CO.
- xii. **Medical Advice Call:** In case the call is for medical advice HA enquires about the problem and determines whether the advice is for self/others.
- xiii. HA first confirms the Beneficiary details (Name & Age).
- xiv. HA follows the algorithm questions to determine the problem. If the disease type is not available HA shall check the disease summary and follow questions in disease summary.
- xv. HA provides advice as per the Algorithm/ Disease summary. After completing the call, HA requests for caste details for the first time caller (if not available in the application), confirms registration ID, informs the need to preserve the caller ID and updates about 24X7services of 104 Advice.
- xvi. If the caller wants more information on his problem or an emergency service or where there is a no Algorithm and Disease Summary for the caller's symptoms or

there is a requirement for sending a prescription to the caller then HA transfers the call to MO. While transferring, HA needs to enter the basic complaint as told by caller and informs the Beneficiary regarding the transfer.

- xvii. Whenever the call comes for Counseling for the first time it is routed through the HA who shall confirm the ‘clinching symptom’. Based on confirmation by the caller the call will be transferred to CO ever for a first time call.
- xviii. In case of ASHA calling, the call is registered as any other call and the required information provided by the HA directly and transferred to Team Leaders/MO based on the query or further requirement
- xix. If the call is for grievance redressal, then its registered and followed up with the party concerned.
- xx. If the call is related to blood donation or organ transplant, the status of the same is informed and the service facilitated. (100 calls per day would be the approximation).

6. Monitoring and measurement method

Parameter	Measure	Bench mark	Generator System /Manual	Responsible
No. of Calls per Hour	Number	20	System	BPO Service Provider
Service provided calls	% **	60	System	BPO Service Provider
Average Handling Time	Time in Minutes	2-3	System	BPO Service Provider
Quality Scores	%	90	System	BPO Service Provider

** No. of calls received / No. of calls transferred per month.

7. The forecasted call volumes and average times are as given below:

Forecasted Calls	Range
Daily average	3000
Daily Peaks	1200-1600 (Low) - 83

SLAs:

S No	Parameters	Target	Penalty
1	Average Speed of Answering (ASA)	90% of calls should be answered in 10 Seconds	5% of the payment for that particular month
2	Floor Adherence	90%	5% of the payment for that particular month
3	Quality of the Centre	90%	5% of the payment for that particular month
4	Average Handling Time (AHT)	3 Minutes	5% of the payment for that particular month
5	Abandon %	Less than or equal to 5%	5% of the payment for that particular month

C. Deliverables

1. The BPO Service Provider shall provide adequate staffing to enable 24X7 operations.

1.1 The requirements for this deliverable are as follows:

Deliverable	Requirements	Performance Indicators
BPO Service Provider will provide adequate staffing for Trust Call Centre and each HA position to enable adequate coverage of state wide operations 24 hours a day, 7 days a week, 365 days per year.	<p>The BPO Service Provider will furnish the following positions in each Trust Call Centre:</p> <p>(i) Minimum staffing for Koti Call Centre.</p> <p>HA and other staff coverage for 24x7x365.</p> <p>(ii) Must have the capability to provide additional Call Centre staffing at the request of the CEO or designee to ensure adequate operations.</p> <p>(iii) Sufficient Staff to maintain Call Centre communications at all times.</p> <p>(iv) The Service Provider must have sufficient staffing resources to provide 24x7x365 continuous operations.</p> <p>(v) The Service Provider must have sufficient staffing resources to provide 24x7x365 continuous operations in the event of an emergency and/or natural/man-made disaster</p>	<p>(i). The BPO Service Provider will provide Employment Agreements and/or contracts for review by CEO or designee. Service Provider will present to CEO or designee a written staffing plan including the swap policy that includes 48 hours a week for all resources. Shift scheduling, including back-up staffing resources for each month at least 2 weeks prior to the beginning of the work schedule shall be given.</p> <p>(ii) The Service Provider will present an Emergency Staffing Plan to the CEO or designee that outlines procedures for maintaining or acquiring additional call centre staffing hours in the event of an emergency and/or natural/man-made disaster.</p>

	(vi) Prior to being approved to be added to the work schedule each Trust Communicator must be approved by Trust for training with a preceptor designated by Trust. The BPO service provider will provide schedule of operations with adequate staff working 48 Hours per a week.	
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2. The BPO Service Provider shall provide adequate supervision to enable 24X7 operations.

The requirements for deliverables:

Deliverable	Requirements	Performance Indicators
The BPO Service Provider will provide adequate supervision for Trust Call Centre and each supervisory position to enable 24X7 operations	The BPO Service Provider will furnish the positions in Call Centre as indicated for Supervisor positions	<p>(i) Provide Employment Agreements and/ or contracts.</p> <p>(ii) Present a written supervisory plan of duties that includes 48 hours a week performing supervisory/ administrative duties, to the CEO or designee monthly.</p> <p>(iii) Present an Emergency Staffing Plan that outlines procedures for acquiring and maintaining supervisory staff in the event of an emergency and/ or natural/ manmade disaster.</p>

3. The BPO Service Provider shall provide for the ability to maintain all the call centre operations on a 24x7x365.

The requirements for this deliverable are as follows:

Deliverable	Requirements	Performance Indicators
<p>The BPO Service Provider shall provide for the ability to execute the process on a 24X7X365 basis</p>	<p>(i)The BPO Service Provider shall adhere to policies and procedures for operations that address staffing, operational protocols, supervision methods, on-call procedures, back-up call taking procedures, etc.</p> <p>(ii)The BPO Service Provider shall provide a Continuity of Operations Plan (COOP) in the event of an emergency to ensure that each Trust Call Centre is fully functional 24X7X365.</p> <p>(iii)The BPO Service Provider shall adhere to the Quality Assurance plan as established by the Trust Staff incorporating periodic review of call volume data, periodic review of Trust process outcomes (including counseled/operated patient status 30 days post-procedure), and other quality indicators.</p> <p>(iv). The BPO Service Provider will have sufficient liability insurance in place to ensure replacement of equipment and infrastructure (purchased by Trust) in the event such equipment and/or infrastructure is damaged or destroyed due to the negligence of the Service Provider . Such insurance should allow for complete replacement of the damaged/destroyed equipment.</p>	<p>(i). The BPO Service Provider will provide a certificate of insurance documenting the equipment replacement coverage.</p> <p>(ii) Provide a copy of the COOP plan in Microsoft Word format to CEO or designee for review and approval in April of each year.</p>

Note:

- i.** Although Trust will provide the facility, equipment, landlines, and other infrastructure components, the BPO Service Provider will be expected to manage these assets on a daily basis.
- ii.** All variances in communications equipment will be reported to the CEO or designee immediately and in any event not later than within 30 minutes of variance for remediation.

4. Documentation and Reporting

The BPO Service Provider shall be required to provide at least following documents at different phases during the contract period. If need the Service Provider shall also update the existing documents like process documents, system/ user manuals etc. This is an indicative but not exhaustive list of documents. Actual requirement will be spelt out during signing of contract or during the lifecycle of the project.

(i) Documentation

S No	Name of the document	Review Schedule	Remarks
1	Work Management Plan document	Monthly review	Shift Timings base document is ready and will be reviewed periodically and changes will be incorporated.
2	Process document #	2 months	All the processes are documented as of date. As and when any new processes are identified the same shall be documented and implemented.
3	System Administration Manual	1 month	To be continuously Updated.
4	Knowledge Bank Document*	3 months	Trouble shooting document needs to be developed.

For the existing processes as well as the newly introduced processes, including department wise user requirements.

* Consisting of classification of all the problems that have arisen and solution that has been found, vertical- wise, date-wise, location –wise throughout the contract period.

(ii) Reports:

The Service Provider shall submit the reports on a regular basis in a mutually decided format. The following is only an indicative **list of reports that would be required to be configured in the Dashboard of the IT application tools**. Softcopy of these reports shall be delivered automatically via email at specific frequency and to the pre-decided list of recipients. The Service Provider shall submit certain information as part of periodic review as and when required by the Trust.

Following is the indicative list of reports to be prepared by the Service Provider:

(a) Daily reports (to be submitted on next working day)

- Daily Fact sheet – Previous day’s call statistics are captured.
- Shift-wise login status – Previous day’s login status is captured.
- Shift wise Call details --- Previous day’s shift wise call statistics.
- Daily Dashboard --- Previous day’s Agent-wise / Team Leader-wise / Floor Manager-wise performance report.

(b) Weekly Reports (to be submitted on the first working day of the following Week)

- Weekly analysis on call analysis at medical advice/Counseling /Service Improvement.
- Weekly analysis on Complaints received and the status.
- Quality reports.

(c) Monthly reports (to be submitted by 10th of the following month)

- Monthly analysis on operations/Medical Advice/counseling
- Monthly analysis on Complaints received and the status
- Quality reports
- Consolidated Dashboard Reports
- Customer Delight Index (CDI)
- Rewards and Recognition programme for the next month should be rolled out.
- Rewards and Recognition for the previous month should be announced.

(iii) Knowledge Sharing

- The Service Provider shall arrange for sessions on sharing of knowledge as ‘value addition’ once in a quarter at Trust premises. Scope of the same is as follows:
- Schedule and subject shall be mutually decided by Trust and Service Provider.
- Each such session shall be generally for 1-2 days and shall be held primarily in the weekends.
- The Service Provider shall arrange for professional trainer, subject to Trust’s acceptance, for taking such sessions and the study material. Trust’s responsibility shall be arrangement of the logistics. Trust shall decide the number of participants in such sessions.

- Knowledge session shall primarily be related to the list of following areas which is indicative in nature but not exhaustive.
- Common calls relating to the Trust's delivery services to its customers,
- Working towards improving the algorithms deployed by the Trust

(iv) Reverse Transition Plan

- Reverse Transition Services are the services provided by the Successful Bidder to the Trust during the reverse transition period which will start after completion/termination of the contract period to facilitate an orderly transfer of the Services to the Trust or to an alternative third party service provider nominated by the Trust.
- As part of Reverse Transition Services, the Trust shall have the right, and Bidder shall not object to or interfere with such right, to contract directly with any new Bidder or Bidder's sub- contractors.
- The Reverse Transition Services, to be provided by the Bidder to the Trust shall include the following:

Knowledge transfer

a) The Bidder will have to provide such necessary information, documentation to the Trust or its designee, for the effective management and maintenance of the Deliverables under this Bidding document. Bidder shall provide documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required to support the Services. Such shall include:

- Network maps
- Operational work instructions
- Listing of all events being monitored and the monitoring frequency
- Listing of all third (3rd) party contractors that have been directly relevant to the provision of the Services under this Bidding document.
- All trainings that the Trust feels are necessary to be imparted to the Trust or its designee's personnel

Warranties

- The Parties shall return confidential information and will sign-off and acknowledge the return of confidential information.
- Bidder will have to provide all other Services as may be agreed by the Parties in connection with the Reverse Transition Services.
- The Bidder recognizes the Transition Services listed herein are only indicative in nature and the Bidder agrees to provide all assistance and services required for fully and effectively transitioning the Services provided by the Bidder under this Tender and subsequent Agreement, upon termination or expiration thereof, for any reason whatsoever.

(vi) Training to staff:

- The Service Provider shall arrange the workshops/ training sessions for its staff.
- The BPO Service Provider has to conduct atleast one (1) training programme in a period of (3) months for its staff. Each person shall receive atleast 10 hours of training. Snacks and lunch is to be provided at the time of training sessions.
- The cost on arranging training session /work shop would be reimbursed as per actual expenditure incurred, provided that such sessions are done with the approval of AHCT.

D. Staffing Requirements

1. Staffing requirement ratio:

1.1 The BPO Service Provider shall deploy a minimum number of on-site resource personnel as per ratio indicated below at Koti Call Centre. However, with a view to achieve desired SLAs for respective services, bidders may plan and propose additional resources.

Resource	Resources required (peak hrs 11am to 7pm)
<u>Operations Staff</u>	
Health Advisors	65%
Medical Officer	10%
Counselor	9%
Team Leaders	5%
Assistant Manager	1%
<u>Support Staff</u>	
Project Manager	10%

Note: Staff of suitable Ex-104 employees will be given preference

1.2 Staff Time needed:

Minimum Staffing	Minimum hours/week/person
H.A	48
C.O	48
M.O	48
TL/Supervisor	48

2. Qualifications

2.1 Qualification requirements for Operations staff:

S No	Position	Qualification	Experience
1	Medical Officer	MBBS	5 Yrs
2	Health Advisor	GNM/Life science Graduates	1 yr
3	Counsellors	MSW/MA (Psychology)	1 yr
4	Team Leaders	Graduates with experience	1 Yrs
5	IT Executive	MCA/B.Tech with experience	2 yr
6	Assistant Manager	Graduates with experience	3 Yrs
7	Project Manager	B.Tech/MBA (Preferably Green Belt)	5 yr

*GNM/ BSc life sciences may be preferred.

ANNEXURE-I Staff Requirement

Sl.No.	Name of the post to be outsourced	No. of posts	Consolidated Remuneration
1.	Medical Officer	3	Rs.25,000/- P. M
2.	Project Manager	1	Rs. 40,000/- P.M.
3.	Assistant Manager	1	Rs.25,000/- P. M
4.	Counselor	3	Rs. 18,000/- P.M.
5.	Team Leaders	5	Rs.20,000/- P. M
6.	IT Executive	2	Rs.18,000/- P. M.
7.	Health Advisor	50	Rs. 15,000/-P.M
	Total	65	

Note:

- The bidder has to quote only commission on the Estimated Tender Value.
- Applicable Taxes is excluded from the unit price indicated.
- Salaries to the employees are to be paid based on the G.O.Ms.No.14 There shall be no change in the salaries which are mentioned above.
- **The Administrative Cost shall not be less than 2% on contract value.**

The Job Description:

1. HA Job Description:

- i) HA registers the call and takes the other details.
- ii) Seek details of need for health advice from the customer

- iii) Assess the clinical condition of the customer.
- iv) At the least suspicion of an impending emergency, advice the customer to visit a doctor/ hospital or call for ambulance and provide information about nearby empanelled doctor / hospital.
- v) If all possibilities of emergency are ruled out proceed with Algorithms & Disease Summaries to advice the customer.
- vi) If no reference is available in the System , or if the customer is not satisfied, or you are not very sure of the clinical condition, transfer the call to MO.
- vii) At the end of the transaction, thank the customer for using the service and ask them to call back you for giving feedback on the condition of the patient.

2. Job Description of Counselor

- Counseling process will be initiated with pleasant atmosphere to build a rapport with the caller.
- Attend calls transferred from 104 Health Advisor which needs Counseling Services
Seek details of need for counseling from the caller
- Listen what the caller says, understanding the problem, probing for further inputs would help the counselor to formulate two or more suitable solution for the caller (counselee) to follow.
- The solutions generally advocate behavior change, suggesting activities and exercises, change of diet and life style, Tips, tools and methods to put in application which are simple and easy to practice.
- Doubts clarification and instilling confidence is the main item of the call conclusion.
- Finally caller will be requested for feedback in regular intervals. Maintain the login adherence
- Answering the calls following the quality parameters

3. Assistant Manager and Team Leader Job description:

Roles and Responsibilities

Team leader	Assistant Manager
Manage Team	Manage Team of TLs
✓ Managing attendance	✓ Managing attendance
✓ Planning the seating	✓ Floor discipline
✓ Managing breaks	✓ Cross team sharing(manage seating on floor)

✓ Managing OFFs and leaves	✓ Fill in while TL on leave
✓ Conflict management	✓ OFFs and leaves management
✓ Swap management	✓ Reviewing TL's on metrics
Quality	Quality
Monitoring to make sure agents are servicing the calls appropriately	Monitoring to make sure agents are servicing the calls appropriately
Conducting feedback submit weekly report on performance of HAs	Ensuring the transaction monitoring and the feedbacks are done
Conducting coaching	Identifying the training requirements
Analysis and Data management	Analysis and Data management
✓ Rostering for the team	✓ Rostering of TL's
✓ Performance tracking	✓ Performance tracking of the team
✓ Identifying top and bottom performers	✓ Planning and motivation
✓ Planning and motivation	
Others	Conflict management
✓ Handling escalations	✓ Handling escalations
✓ Taking suggestions	✓ Escalating associate issues if required
✓ Taking initiatives	✓ Taking initiatives
✓ Conducting team Huddles	✓ overseeing team Huddles
✓ Additional tasks given by supervisor/manager from time to time	Other
✓ Attend calls, if required	✓ Additional tasks given by supervisor/manager from time to time

4. Project Manager Job description:

<p style="text-align: center;">Role Description & Responsibility</p>	<p>Strategy</p> <ol style="list-style-type: none"> 1. Represent 104 , as required, in business / review meetings and with visitors and various stakeholders 2. Support introduction of new service lines <p>Operations</p> <ol style="list-style-type: none"> 3. Prepare and maintain a high quality MIS. 4. Ensure floor discipline 5. Manage the roster 6. Manage recruitment <p>People Management</p> <ol style="list-style-type: none"> 7. Manage Shift Managers 8. Skip level meetings with Floor Managers and Team leaders 9. Administer employee recognition <p>Quality Assurance and Customer Satisfaction</p> <ol style="list-style-type: none"> 10. Ensure TLs and FLs complete Transaction Monitoring in time 11. Ensure closure of all Action Items arising out of Quality and C-SAT reports <p>104 Advice Software</p> <ol style="list-style-type: none"> 12. Interface with IT for implementing new requirements 13. Track Issue Log 14. Participate in weekly IT calls <p>104 Medical Advice</p> <ol style="list-style-type: none"> 15. Follow up on Transaction Monitoring (quality) suggestions on Medical Advice 16. Collecting Content requirements from agents. <p>Training Team</p> <ol style="list-style-type: none"> 17. Interact with the training team to concretize the training programs 18. Collaborate with Training to identify and meet training needs <p>N&S (IT wing-Networking and Services)</p> <ol style="list-style-type: none"> 19. Interact with N&S to close open items
<p>Qualification / Eligibility</p>	<p>Post Graduates/ Graduates</p>

<p>Years Of Experience</p>	<ul style="list-style-type: none"> • Experience in a call centre. • Managed large teams. • Minimum 1 year as Shift Manager or equivalent and over all 5 years of experience
<p>Competencies / Skills</p>	<ul style="list-style-type: none"> • Process knowledge. • Basic Computer Knowledge. • Good communication skills. • Command of language: Telugu (preferred), Hindi, English (Desirable). • Displays patience and good judgment.
<p>Reporting to</p>	<p>CEO or designee</p>

CHECK LIST FOR PRE-QUALIFICATION BID

Sl.No.	Documents attached	Details	Compliance(Y/N)
1	Tender Process Fee of Rs.2,000/- in the form of Account Payee Demand Draft /Banker's Cheque.		
2	EMD amount of Rs. 5,00,000/- as online payment by utilizing the payment gateway service on e-Procurement platform.		
3	Copy of certificate of Registration of the company/Partnership deed /(in case of Partnership).		
4	a. Copies of Income Tax returns for the last three (3) financial years 2017-18, 2018-19 and 2019-20 duly authenticated. b. copy of audited Balance Sheets for the last three years (Turnover per year should not be less than Rupees: Three Crore during the last three financial years) Annexure PQ-1		
5	Copies of authorized current documents in connection with registration of the firm under GST.		
6	a)Copy of certificate of registration of ESI b)Copy of registration of EPF		
7	Copy of the PAN Card showing the PAN number of the firm allotted by the income Tax authorities.		
8	Copy of Contact Labour license for supply of BPO Services as Contact Labour (R&A Act,1970) and Rules,1971.		
9	An undertaking on letter of Agency that the bidder is following all directives of the Government, applicable to itself (bidding firm) and its employees regarding.		

10	Letter of undertaking on Letter head of Agency stating that they have not been blacklisted by any State Government / Central Government /PSU for any reason in the last five financial years.		
11	Copy of terms & conditions duly signed by the bidder with seal of the firm, in token of acceptance of terms & conditions.		

Signature of the Bidder,

Seal of Agency.

Tender No. AHCT/Admn/2219/2020

(Annexure PQ1) To be enclosed with Pre- qualification Bid

Particulars of turnover of vendor in Revenue

Financial Year	Total Turnover on Providing outsourcing Services in Rs.
2017-2018	
2018-2019	
2019-2020	

The Audited Balance Sheets for the last three Years are enclosed herewith.

(Signature & seal of the Bidder)

Tender No. AHCT/Admn/2219/2020

**(Annexure-T1) To be enclosed with Technical bid
BIDDER PARTICULARS**

1. Name of the Institute/Agency/Firm:
2. Registered Postal Address of the Institution/Agency/Firm:
3. Year of establishment of the Institute /Agency/Firm:
4. Registration or license No.:
5. Ownership of the Institute/Agency/Firm:
(A)Sole Proprietor:
(B) Partnership:
6. Name of the Proprietor(s):
& designation(s):
7. Name & address of the officer to whom all references shall be made regarding this tender Enquiry:

Telephone :

Fax:

Email:

Mobile number(s):

Witness:

Signature:

Signature

Name:

Name:

Address

Designation

Company

Date

Company Seal

Tender No. AHCT/Admn/2219/2020

**(Annexure T2) To be enclosed with Technical Bid
STATEMENT OF DEVIATIONS FROM TERMS AND CONDITIONS**

Sl. No.	Terms and conditions	Deviation in the offer	Brief Reasons

Date

**Signature of Bidder
& Seal of Agency**

For -----

-

(Annexure - T3)
LIST OF CUSTOMERS TO WHOM SIMILAR SERVICES REINDERED
(To be enclosed with technical Bid)

Sl. No.	Name of the Customer	Period

Signature of Bidder
& Seal of Agency

(Annexure – T4)

**AGENCY / VENDOR PROFILE
(To be enclosed with technical Bid)**

**Signature of Bidder
& Seal of Agency**

(Annexure – T6)

**ANY OTHER DOCUMENT REQUIRED AS PER VARIOUS CLAUSES AND
TERMS AND CONDITIONS MENTIONED IN THE TENDER DOCUMENT**

(To be enclosed with technical Bid)

**Signature of Bidder
& Seal of Agency**

Tender No. AHCT/Admn/2219/2020

(Annexure T7) To be enclosed with Technical Bid

Sl. No.	Annexure No	Description	Enclosed (Y/N/NA)
1	T1	Bidder Particulars	
2	T2	Statement of Deviation from Tender Terms and Conditions	
3	T3	List of Customers to whom similar services rendered/are being provided. Legible copies of documents of work orders, Service agreements etc. in support of agency's experience for the last three years in providing such services in Govt./Public sector undertakings/Autonomous bodies/Reputed private Companies/Organizations. Documentary evidence three similar completed works, not less than Rs.3 Crore, for the consecutive for last three years.	
4	T4	Agency/Vendor profile	
5	T5	Solvency Certificate for a minimum of Rs.10 Lakhs, from any Nationalized /Scheduled Bank which should not be more than three months old.	
6	T6	Any other document required as per various clauses and terms and conditions mentioned in the tender document	
6	T7	Check list	

(Signature of Bidder
& Seal of Agency)

Tender No. AHCT/Admn/2219/2020

(Annexure – C1) To be enclosed with Commercial Bid

BID LETTER

To,
The Chief Executive Officer,
Aarogyasri Health Care Trust,
Jubilee Hills, Hyderabad.

Sir,

Sub:-

Ref:- Your Tender No.

1. We are Agency / Consultant of repute.
2. We do hereby undertake that in the event of acceptance of our bid, the required services shall be started at designated places within 10 days from the date of Award of Contract.
3. We enclose the complete Bid enclosing Documents / information as required in the tender document.
4. We agree to abide by our offer for a period of 180 days from the date fixed for opening of the tenders and that we shall remain bound by a communication of acceptance within that time.
5. We have carefully read and understood the terms and conditions. The deviations from the above services, Terms & Conditions are only those mentioned in **Annexure – T2** (deviations from Terms & Conditions).
6. Certified that the Bidder is:
A sole proprietorship firm and the person signing the tender is the sole proprietor/constituted attorney of the sole proprietor.

or

A partnership firm, and the person signing the tender is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement / by virtue of general power of attorney.

or

A company and the person signing the tender is the constituted attorney.

NOTE: Delete whatever is not applicable. All corrections/deletions should invariably be duly attested by the person authorized to sign the tender document.

7. We do hereby undertake, that until a formal Contract is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the Contract, shall constitute a binding Contract between us.

Date: this ____ day of _____, 2020.

Signature of Bidder & Seal:

Details of Enclosures:

Full Address:

Telegraphic Address:

Telephone :

Fax :

E – Mail :

Tender No. AHCT/Admn/2219/2020

(Annexure – C2) To be enclosed with Commercial Bid

PRICE-SCHEDULE

To,
The Chief Executive Officer,
Aarogyasri Health Care Trust,
Jubilee Hills, Hyderabad.

Sir,

Sub:-

Ref:- Your Tender No.

Name of the Agency (Firm) : _____

Administrative Cost Percentage : _____
: _____ (in words)

The AHCT will pay taxes, EPF, ESI, (Employer share) as per applicable rules in vogue.

Note:-

- 1) EPF and ESI (Employer share) shall be paid by AHCT.
- 2) EPF and ESI should be calculated on total salary of the employee.
- 3) Exclusive GST Tax on Tender Value.
- 4) All Payments will be made subject to deduction of TDS as per Income Tax Act, 1961 and any other taxes levied by Government from time to time.

Dated_____2020

(Signature of Bidder
& Seal of Agency)

Tender No. AHCT/Admn/2219/2020

(Annexure – C3) To be enclosed with Commercial Bid

CONTRACT FORM

This Agreement made on the _____ day of _____ 2020 between the Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad (herewith referred to as the Employer) of the one part and (name of agency) of (City and Country) (herewith referred to as the ‘Agency’ which term shall include its representatives, successors and assignees) of the other part.

WHEREAS AHCT is desirous that Contractual employees on outsourcing basis should be provided by <<successful bidder/Agency>> viz. (Brief description of contractual post) and has accepted a bid bearing No. _____ by the <<Selected Agency>> for the provision of those services in the sum of (Contract Price in words and figures) (hereinafter called the Contract Price)

Now this Agreement witness as follows:

1. In this Agreement words and expression shall have the same meaning as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this document viz.
 - a) The Price Schedule submitted by the Agency;
 - b) The Schedule of requirements;
 - c) Quotation No. _____ and date _____ of the Agency and further ref. on the subject;
 - d) The Services;
 - e) The Terms and Conditions of Contract;
 - f) The Special Conditions of Contract;
 - g) The Employers letter of award of Contract and any amendments thereto;
3. In consideration of the payment to be made by the Employer to provide the supplies and services and to remedy defects therein in conformity in all respect with the provisions of the Contract.
4. The Employer hereby covenants to pay the Agency in consideration of the provision of the services of the Contract Price of such other sum as may become payable under the provision of the Contract at the times and in the manner prescribed by the Contract subject always to applicable conditions of Contract.

In witness whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws, the days and year first above written.

Signed, Sealed and Delivered by the

Said _____ (for the purchaser)

For and on behalf of Chief Executive Officer, Aarogyasri Health Care Trust,
Hyderabad.

In the presence of _____

Signed, Sealed and Delivered by the

Said _____ (for the Supplier)

For and on behalf of Chief Executive Officer, Aarogyasri Health Care Trust,
Hyderabad.

In the presence of _____

(Annexure – C4)

**ANY OTHER DOCUMENT
(To be enclosed with commercial Bid)**

(Signature of Bidder
& Seal of Agency)

Tender No. AHCT/Admn/2219/2020

**(Annexure – C5) To be enclosed with Commercial Bid
CHECKLIST FOR COMMERCIAL BID**

Sl. No	Annexure No.	Description	Enclosed (Y/N, /NA)
1	C1	Bid Letter	
2	C2	Price Schedule	
3	C3	Contract Form	
4	C4	Any other document required as per various clauses and terms and conditions mentioned in the tender document	
5	C5	Check List	

(Signature of Bidder
& Seal of Agency)