

Request for Proposal
For Empanelment of Calibration Agencies
for undertaking Calibration of Equipment at Public Health Facilities in States

Request for Proposal

- 1.National Health Systems Resource Centre (NHSRC) is an additional technical resource under the National Health Mission, Ministry of Health & Family Welfare.
 - 2.Among other functions, NHSRC provides technical assistance to States for implementation of Quality Assurance Programme at Public Health Facilities, with priority being those Public Health Facilities, where deliveries are conducted on 24X7 basis.
 - 3.Calibration of equipment is an integral part of the QA programme. States are often faced with procedural bottle-necks in hiring agencies for undertaking calibration of equipment available at Public Health Facilities. NHSRC intends empanelling credible organisations, which have capability to undertake calibration of available equipment at Public Health Facilities, so that states can hire them.
 - 4.For empanelment of the organisations, proposals are invited from reputed organisations.
 - 5.NHSRC reserves the right to reject any or all the proposals without assigning any reason.
 - 6.Detailed proposals with the documents confirming compliance should reach the Principal Administrative Officer, National Health Systems Resource Centre, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi-110067 till 1600 hrs on 29th August 2014.
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Request for Proposal (RFP)

1.Introduction :

Ministry of Health & Family Welfare, Government of India has rolled-out Operational Guidelines for National Quality Assurance at Public Health Facility, and the Quality Standards & its measurement system, which are a prudent mix of technical, infrastructural and client's perspective. The states are expected to meet the minimum standards defined in the guidelines.

One of the measurable elements under the standards is that available equipment at health facilities are calibrated annually. Hence, NHSRC has been entrusted with responsibility of empanelling those organisations, who have capability to undertake calibration at Public Health Facilities in the states.

Range and number of the equipment would vary from facility to facility. However for planning purposes, list of equipments, likely to be available at a health centre/ hospital is given in Indian Public Health Standards (IPHS) Guidelines, which are available on the Public Health Domain / the Health Ministry's website. **It is reiterated that actual availability of serviceable equipment at each location may differ than those given in the IPHS.**

1.1 About NHSRC:

The National Health Systems Resource Centre (NHSRC) has been created under the National Health Mission (NHM), Ministry of Health & Family Welfare, Government of India, to act as the nodal agency for Technical Assistance (TA) to central and state governments for effectively implementing the NHM, with specific focus on health system strengthening and capacity development. Further details are available at NHSRC website www.nhsrcindia.org.

2.Objective & Scope of Work

2.1Aim of this RFP is to empanel competent and recognized organizations for calibration of biomedical equipment available at public healthcare facilities.

3.Roles and Responsibilities:

3.1The selected organisation is expected to visit health facilities identified by the State/NHSRC and liaise with Civil Surgeon and /or Facility incharges for calibration of the equipment, which are in use in the facility.

3.2The list of equipment shall be provided by the state, facility wise once the contract with the calibration agency is finalised.

3.3As far as possible, calibration is expected to be undertaken 'on-site' at the health facility. Calibrating agency is expected to issue a certificate of calibration to facility incharge in respect of each equipment, which would have an identification number for the traceability.

3.4 If an equipment is required to be taken to the agency's laboratory for testing and calibration, arrangement of such transportation, including freight and transit and its transportation back to the hospital/ health facility in working condition, after the calibration, would be responsibility of the calibrating agency, which is expected to take all actions for the safety of equipment, as deemed necessary.

3.5 Calibration agency would issue the calibration report within one week of cessation of field visit.

3.6 Calibration agency shall be liable for any delay in meeting its obligations under this Contract. In the event of any delays, which are beyond control of the organisation, the period of contract may be extended, at sole discretion of the State, without any financial implication on the part of the contracting organisation.

3.7 Calibration agency may form consortium with any agency to fulfil the requirement of task under this RFP. The agency may enter into a Memorandum of Understanding (MoU) for the same. A copy of the MoU should be submitted along with the technical proposal with details of lead partner of the consortium. State/NHSRC would communicate with the lead partner only, which includes release of payment to lead partner on completion of the assignment.

4. Terms of Use of Intellectual Property

4.1 All correspondences, information pertaining to calibrations, testing, or transactions arising from the Contract shall be considered confidential and the hired organisation would abstain from revealing it to a third party, and use of any such confidential information concerning such calibrations shall be done only with the prior written consent of the State/NHSRC. This obligation of confidentiality shall not terminate on the date of expiry or termination of this Contract.

5. Responsibilities of the State/NHSRC.

5.1 The State would facilitate the calibration process and nominate a nodal officer who would coordinate this activity with the Hospitals / Public Health Facilities and the hired agency of this task.

5.2 The state would ensure that Public health facilities share all available instructions, & information, regarding equipment with the calibrating agency and their personnel has access to equipments and personnel at the facilities.

5.3 The State shall pay the charges for agencies services as agreed between parties.

5.4 The State shall release payment only after completion of the work, which includes a comprehensive and complete set of records that document accuracy, calibration method and precision.

6. Responsibility of the Facility In charge

6.1 If the equipment has to be taken outside the facility for calibration, the facility incharge would authorize transportation of the equipment to agency's laboratory, under intimation to State.

6.2 Upon receipt of the equipment from the calibration agency, the equipment will be inspected by the user of the concerned department and if any damage or change in

dimensional or functional characteristics is found, the Facility Incharge may refuse to accept the equipment/part. No further work shall be carried out until the defects /damages are rectified by the calibration agency.

6.3The Facility In charge shall release work completion certificate in the name of the calibration agency after verification of the complete set of records that document accuracy, calibration method and precision. This work completion certificate shall be submitted to the state by the facility incharge.

7. Terms and Conditions

7.1 Calibration agency has to calibrate all the functional equipment of the public health facility whether it is in use or not. If any instrument, which is not in working condition at time of visit of the technical team, then it will be the responsibility of the particular facility to first make the instrument functional during course of their visit to facility

7.2 It would be essential that programme of visit and schedule for calibration are intimated to the facilities and the State, at least two weeks in advance, and the programme has been concurred by them.

7.3 Calibration agency shall perform the Services preferably 'on-site' at the Customer's premises. In exceptional circumstances, the equipment /or its part may be taken to organisation's laboratory with prior explicit permission of Facility Incharge. In such situations, its transportation, testing in laboratory, calibration, its delivery back to the hospital, re-fitting & commissioning at the hospital would be sole responsibility of the hired organisation

7.4 Standards for calibration: The Equipment provided by the facilities shall be calibrated according to the standards, acceptable for NABL certification. Agency shall state in the report calibration methodology, which was adopted for the Equipment tested

7.5 Traceability: All the equipments shall be calibrated using standards, whose accuracy is traceable to national / international standards and norms excepts where the standards have been derived from accepted values of physical constants or derived by ratio type of self calibration. All standards used in calibration system will be supported by certificates, reports or data sheets attesting to date, accuracy and conditions under which results are obtained.

7.6 Labelling: All the equipments shall be labelled to indicate the last date of calibration and name of the agency undertaking this task. The calibration agency shall provide the dates of next due date for calibration of the equipments.

7.7 Records: The calibration agency shall develop a comprehensive and complete set of records that document accuracy, calibration method and precision. Set of such Records shall be provided by calibration agency to State /Public health facility before release of the payment

7.8 Interval of calibration: Equipments shall be calibrated least at yearly interval.

7.9 Defect in the Equipment: Calibration agency will notify the Facility Incharge and the State about any fault and/or defective working condition found in the equipment during calibration. The agency will inform the Facility Incharge and the about defect in writing and it would be the responsibility of the facility to get it repaired.

7.10 Loss/Damage: The agency shall be responsible to the Facility/State for any loss or damages, whether direct or consequential arising during calibration process done by the agency.

7.11 Transport of Equipment: If the equipment, instrument, part of equipment is required to be taken out of the hospital particularly at the site of calibration agency for calibration, testing or validation, it shall be the sole responsibility of calibration agency to handle, transport and store of equipment at their own without abuse, misuse, damage or change in dimensional or functional characteristic of equipment. Facility may also ask for Bank guarantee from calibration agency in case of expensive items such as X-ray unit, USG machine are to be transported. Such bank guarantee would be returned immediately after successful installation of equipment/ or its part, after calibration.

7.12 Effective Date of contract: The Contract shall take effect from the date of work order or the date of the contract and shall expire within two years of period in the date stated in the work order or as otherwise agreed in writing by the parties hereto.

7.13 Review/ Extension of contract: The Contract shall be reviewed by both parties, two months prior its expiry. Extension of the Contract amended or otherwise, can be effected only with the mutual agreement of both parties.

7.14 Termination: The Contract can be terminated immediately, if the organisation commits a material breach of the Contract, which is incapable of remedy, or either party fails to remedy any other breach of the Contract with 30 days of giving such notice of breach. In the normal course, the contract can be terminated by either party by giving 45 days notice to other party in writing. On termination of Contract, the state shall release the payment for the work, which has been done satisfactorily by the calibration organisation.

7.15 Governing Law: The Contract shall be governed by and construed in accordance with the state laws.

8. Payment Terms:

8.1 Invoices shall be generated, when all the equipments have been calibrated and the equipments have been delivered back to hospital/ health facility and receipt of delivery such equipments would be obtained by calibrating organisation. Original copy of invoice would be submitted to the State and duplicate copy would be submitted to Civil Surgeon / facility incharge. The invoices would be accompanied with detailed reports in respect of calibrated equipment.

8.2 All prices (excluding service tax) quoted in the proposal should be regarded as fixed and firm. The quote would have validity for two years after issue of contract/ work order by the state. Prices quoted will be including cost of carriage and packaging, if any.

8.3 Service Tax is not to be included in financial bid. The Service Tax would be paid extra.

8.4 The state would undertake TDS from the payment as per rules & regulation.

9. METHODOLOGY FOR SELECTION OF THE AGENCY

Two bid system would be followed - Technical Bid and Financial. Initially Technical proposals of the applicant organisations would be evaluated. Financial bids of only those organisations, who score a minimum mark (as decided by the tender evaluation committee) would be opened. Since the proposed empanelment is for the work in all states & UTs in the country, the bidders would be asked to give preference for their states where they would be willing to work. If a bidder is not L1, he may be asked to match L1 rates for a particular state.

9.1 Calibration agency should clearly mention of any partnership deal struck with other agencies to carry out the project. It is required to submit a copy of the MOU or contract between the partners duly signed and attested by the authorized signatory of the bid. In the Technical bid, agency's response on the format given at Annexure - 'A' should be furnished on a separate sheet duly signed by authorised signatory.

9.2 The organisations are required to furnish the following details in their technical proposal, apart from the information, as mentioned in Annexure 'A' of this document:

I. TECHNICAL PROPOSAL

A. Brief Profile of Organisation (not exceeding three pages) which includes scope of services (categories of calibration) being provided by agency, and Experience of the organisation.

B. Proposed Methodology – This section should explain agency's understanding about the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output.

C. Organization and Staffing - In this section agency should propose the structure and composition of the team for the completion of assignment, and what kind of support, would be provided to 'on-site' technical person.

D. Key Experts - Agency should list name of relevant key experts, who are on full time employment of organisations, in the format given in Annexure 'B'.

E. ENCLOSURES

Following documents should be attached as Annexure to the Technical Proposal

a. Registration Certificate

b. Contact details of Head Office, Registered Office and Regional/Branch Offices (Please mention name of contact person, full address, telephone number, email id)

c. Audited Balance sheet for preceding three years.

d. Details of agency's experience in implementing calibration related in healthcare organisation during preceding 5 years (Please mention name & address of Health facilities, name of equipments, which were calibrated and year of the work).

e. Details of agency's experience of calibration work in Public health facilities (Please mention the name and address of Government Hospitals, Bed strength and role of the agency) (Copies of work-order should be attached)

f. Details of agency's experience of calibration work in other health facilities (non-public). (Please mention the name and address of Hospitals, Bed strength and role of the agency) (Copies of work-order should be attached)

g. Photocopies of certificates of recognitions, which the agency may have such as - Bureau of Indian Standard (BIS), NABL, etc. (Please attach photocopy of the certificate).

h. List of States and Union Territories, where the application organisation would be willing to take the assignment. Please note that choice of part of a state would not be accepted (e. g. West Uttar Pradesh, East Jharkhand, etc).

i. Documents/ Enclosures, supporting the proposed methodology, if any

j. Information furnished on a format, as elaborated in Annexure A & Annexure B.

k. Statement, given by the authorized signatory of the bid that the agency has completed its work in last three years, as per schedule. If there have been delays, reasons for such delays could be explained. (This document could be verified independently)

l. A certificate from the authorised signatory that the agency had not been blacklisted or debarred by Central Government / State Government

VII. EVALUATION OF TECHNICAL PROPOSAL

Evaluation criteria used for evaluation of the technical proposal are given in Annexure 'A', which should form first page of the proposal.

VIII. Financial Proposal

Rates may be quoted separately for each type of health facility as given in Annexure 'C'. The rates should be all inclusive (travel, boarding, lodging, carriage of the calibration equipment, transportation, visit to state HQs, preparation of report, etc) for each category of states & Health Facilities. This would be inclusive of all expenditures that the organisation would incur to discharge responsibilities as per requirement of this Term of Reference. **Quoted rates should not include applicable Service Tax, which would be paid separately.** The State would deduct TDS, as per prevailing rates/ notification.

Please note that rates for each type of health facility in a particular geographic area would be considered independently.

Annexure 'C' should be sealed as Financial Proposal and submitted as per procedure given in this document.

IX. Submission of Bids:

Two bid system would be followed for selection of the calibration agency. Organisations are required to submit detailed proposals i. e. Technical and Financial proposals, separately under sealed cover clearly indicating **"Technical bid for Calibration of Hospital Equipment"** or **"Financial bid for Calibration of Hospital Equipment"** on the right hand upper corner of the envelope addressed to Principal Administrative Officer, National Health Systems Resource Centre, NIHFWS Campus, Baba Gangnath Marg, Munirka, New Delhi - 110067. Two separate & sealed envelopes, should be kept in one single envelop, which should be subscribed as **"Bids for Calibration of Hospital Equipment"** and delivered at NHSRC by 1600 hrs on 29th August 2014. Failure to observe this may lead to disqualification of the organization from further consideration.

X. Operationalisation of Contract/ Work-order

(a) The contract may be operationalised by anyone or more of the following agencies:

- (i) State Government, Union territories or their departments or State Health Society or State NHM
- (ii) Any hospital in individual capacity or any society as the case may be.

(b) The contract shall be operationalised through any of the following instruments:

- a. Work Order by either of the organisations
- b. Bipartite MOU between calibration agency and any organisation (Listed in Para X (a) above)

XI. Address for submission of Bids: Last Date – 29th Aug 2014 4 PM (1600 hrs)

National Health Systems Resource Centre
NIHFW Campus,
Baba Gang Nath Marg,
Munirka, New Delhi-110067

Annexure 'A'

S.No.	Information to be furnished by TSP	Max Score	Details	
1	Annual turnover per year in preceding three years Less than Rs. 50 lakhs =1 > Rs. 50 – Rs. 300 lakhs = 2 More than Rs. 300 lakhs = 3	5	Years (FY)	Figures
2	Positive Net worth (Avg. of preceding 3 years) Y=5, N=0	5	Years (FY)	Figures
3	Mention the number of years of experience of the organisation in undertaking calibration work for Govt / other Hospitals/ Health facility (Two marks for each year)	10		
4	Number of Government hospitals, where the organization has undertaken similar work (1 mark for each hospital, up to 20 hospitals)	20		
5	Number of Non-Government hospitals, where the organization has undertaken similar work (half mark for each hospital, up to 20 hospitals / Health facilities)	10		
6	Recognition of the calibration agency by the certifying bodies like BIS, NABL or other national or international Quality standards etc	10	Name of Standard	Year of Recognition with OSL code/License no./Certificate no./other
			BIS (04 marks)	
			NABL (04 marks)	
			Others (National /international, Please mention name). (02 marks)	

7	Pan-India presence. Please mention numbers of office in India (02 Marks for each state, where the organisation has its office) (Max 5 offices)	10	No. of Offices
8	Strength of Full-time Experts (two marks for each technical staff. Please attach a list containing their names, qualification and number of years for full time employment with the organisation)	20	
9	Quality of Technical proposal with respect to the Understanding of Public Health System, Technical approach, Methodology & Work Plan (In response to information, requested at clause VI.2 of this RFP)	10	

Annexure 'B'

Name of Organisation					
Head Office (Address)					
Name of Technical Expert	Age (as on 30th June 2014)	Qualification	Number of years of Experience in field of calibration	Number of health facilities, where calibration of equipment has been done by the expert	Area of Expertise
1.					
2.					
3.					
4.					
5.					
Please add rows as per requirement					

Signature -

Name of Authorised signatory -

Designation -

Date -

Seal of Company

FINANCIAL PROPOSAL (Please do not include Service Tax in the financial quote)

Name of the applicant organisation –

Category of Health Facilities	Cost of Calibration of all Serviceable equipment in one Health Facility (INR)	
	For NE States and Jammu & Kashmir	All States EXCEPT NE States and Jammu & Kashmir
a)For Health Facilities (or equivalent) having upto 10 beds		
b)For Health Facilities (or equivalent)with sanctioned bed strength between 11 to 50 beds		
c)For Health Facilities (or equivalent) with sanctioned bed strength between 51 to 150 beds		
d)For Health Facilities (or equivalent)with sanctioned bed strength between 151 to 300 beds		
e)For Health Facilities (or equivalent) with sanctioned bed strength between 301 to 600 beds		
f)For Health Facilities (or equivalent)with sanctioned bed strength more than 600 beds		

Date(Authorised signatory)

Place -Full Name, Designation & Organisation

Seal of Organisation