

NOTICE INVITING BID



GOVERNMENT OF ANDHRA PRADESH

* * * * *

Web Site : www.ntrvaidyaseva.ap.gov.in

TENDER DOCUMENT ON E PROCUREMENT PLATFORM

FOR

Identification of Service Provider for supply of manpower to Trust Head Office Operations wing and 104 Seva Kendram of Dr. NTR Vaidya Seva Trust for a period of 12 months from the date of Commencement of services.

Short Tender Notice No	:	Lr.No: Dr. NTR VST/HR/287/2017 – dated: 06.09.2017
Description of supplies	:	Identification of Service Provider for supply of manpower who is functioning from the State of Andhra Pradesh for Trust Head Office, Operations wing and 104 Seva Kendram of Dr. NTR Vaidya Seva Trust, Government of Andhra Pradesh.
Name of the Agency and Address	:

Implementing Agency:

Dr. NTR Vaidya Seva Trust,
(Government of Andhra Pradesh),
Door No. 825-16-116/1B, Behind Gowtham Hero,
Chuttugunta,
Guntur-4,
Phone No. 0863-2222802.

Introduction

The Trust invites bids from the qualified Outsourcing Agencies for supply of manpower as per the following Schedules, to Dr. NTR Vaidya Seva Trust for a period of Twelve (12) months from the date of commencement of services.

Schedule 01

Back Office Support Services for Trust Office:

The Bidder should have sufficient understanding of the required works and importance of manpower in an office. The agency shall fulfill the requirement relating to the manpower as ordered and required by the Trust from time to time. As the staff of the agency will have accessibility of the general records of the office, it is incumbent of the part of the agency and the staff to observe utmost discipline and due care in handling the records so as to avoid damage, theft and leakage of information. Any lapse on this account shall be treated as violation of contract and consequently invite/ invoke punitive clause of the bid document. Further, the service provider shall be responsible for making good of the damages, if any.

The successful bidder has to recruit only the candidates who hails and reside in the State of Andhra Pradesh.

Staff requirement of the Back-Office Services for Trust Office:

S No	Name of the post	No. of posts	Remuneration per Month in Rs.
1	Hospitality Manager	01	25,000
2	Data Processing Officer	04	17,500
3	Team Leader	03	17,500
4	Data Entry Operator	07	15,000
5	Executives	38	15,000
6	Driver	02	15,000

7	Attender	12	12,000
---	----------	----	--------

The qualification, experience, skills & other requirements of these deliverables are as follows:

Sl. No.	Deliverables	Qualification	Experience	Other Requirements
1	Hospitality Manager	The candidate shall be a graduate with computer knowledge	Minimum 2 years of experience in the field of Hospitality, and protocol arrangements	Make arrangements for conducting of trainings, logistics, protocol arrangements and initiate files for the deliverables.
2	Data Processing Officer	P.G./M.B.A./ M.C.A or Graduate with PGDCA/DIPDE	Minimum of 3 to 5 years of experience, having typing speed of 30 words per minute in English.	Initiate files for the deliverables and keep the records in good condition.
3	Data Entry Operator	Graduate with Diploma in Computer Applications	Minimum of 3 to 5 years of experience, having typing speed of 30 words per minute in English	Initiate files to the superior officers and keep the records in good condition.
4	Drivers	Minimum 8 th standard pass with valid Driving license for light / medium vehicles	Minimum of 3 to 5 years of experience in driving the vehicles.	Supported by Medical fitness certificate issued by a Civil Asst. Surgeon or any Medical Officer of equal status satisfying the minimum physical and visual standards. Physical standards: Minimum height of 5.5'' with correlated weight. Visual standards: Eye sight must be certified to possess the visual standards specified below with glasses. Eye Distance vision Near vision Right 6/6 (Snellen) 0.5 (Snellen) Left 6/6 (Snellen) 0.5 (Snellen)
5	Attenders	Minimum 10 th standard pass	Minimum of 3 to 5 years of experience	Should possess communication skills.

Note: All the staff of above categories should know and speak the languages of Telugu, English and Hindi.

Schedule 02

Staff requirement of the Operations wing of the Trust Office:

S No	Name of the post	No. of posts	Remuneration per month in Rs.
1	Executives/Data Entry Operator(DEO)	54(In Shifts)	15,000/-
2	Data Processing Officer (DPO)	4	17,500/-
3	Team Leader	4	17,500/-
4	Data Entry Operator- IT Staff (DEO)	2	15,000/-
Total		64	

The qualification, experience, skills & other requirements of these deliverables are as follows:

Name of the post	Qualifications, experience and skills	Responsibilities
1. DEO (Pre-authorisation)	<p>(a) Qualifications: A Graduate with Computer Knowledge and typing in lower division.</p> <p>(b) Experience: In Health Insurance Desirable.</p> <p>(c) Skills:</p> <p>i. Good computer knowledge.</p> <p>ii. Good documentation and communication skills.</p> <p>iii. Demonstrated experience with and knowledge of computerized data collection, management, reporting and analysis systems, and</p> <p>iv. Shall have thorough understanding of aims and objectives of Scheme.</p>	<p>i. Report to Team Lead.</p> <p>ii. Shall peruse the online pre-authorization request; analyze the non-medical social parameters, eligibility criteria, mandatory medical and non-medical attachments.</p> <p>iii. Record and report the deficiencies if any in pre-authorization requests.</p>
2. DEO (Claims)	<p>(a) Qualifications: A Graduate with Computer Knowledge and typing in lower</p>	<p>i. Report to Team Lead.</p> <p>ii. Shall peruse the online</p>

	<p>division.</p> <p><u>(b) Experience:</u> In Health Insurance Desirable.</p> <p><u>(c) Skills:</u></p> <p>i. Good computer knowledge.</p> <p>ii. Good documentation and communication skills.</p> <p>iii. Demonstrated experience with and knowledge of computerized data collection, management, reporting and analysis systems, and</p> <p>iv. Shall have thorough understanding of aims and objectives of Scheme.</p>	<p>claims submitted by the NWHs, ascertain completeness of the claim in terms of filling of all the clinical documents such as case sheet, discharge summary, post pre-auth notes and note any discrepancies in the dates, days in these documents.</p> <p>iii. Verify the availability of mandatory medical and non-medical records in the claims attachments and record the deficiencies if any in claim.</p>
<p>3. DEOs (Admin, FOSS & Grievance)</p>	<p><u>(a) Qualifications:</u> A Graduate with Computer Knowledge and typing in lower division.</p> <p><u>(b) Experience:</u> In Health Insurance Desirable.</p> <p><u>Skills:</u></p> <p>i. Good computer knowledge.</p> <p>ii. Good documentation and communication skills.</p> <p>iii. Conversant with office procedures</p> <p>iv. Demonstrated experience with and knowledge of computerized data collection, management, reporting and analysis systems</p> <p>v. Shall have thorough understanding of aims and objectives of Scheme.</p>	<p>i. Report to Team Lead.</p> <p>ii. Shall collect the FOSS reports/grievances and complaints and analyse the content of it.</p> <p>iii. Collect and compile the relevant information from concerned sources such as, online documentation from portal, hospital explanations if any, previous records related to these complaints if any.</p> <p>iv. Notify the team lead about the grievances/FOSS activities and their analytical outcome.</p> <p>v. Assist other departments such as health camps, legal, HR.</p>
<p>4.IT DEO (Software)</p>	<p><u>(a) Qualifications:</u> A First class Graduate in Engineering with Computer Science stream (CSE) / First class post graduate in Computer Applications (MCA).</p> <p><u>(b) Experience:</u> In Analysis and testing</p>	<p>i. Report to Head of Department, PMU.</p> <p>ii. Shall peruse the regular trouble shooting and testing.</p>

	<p>Desirable.</p> <p><u>(c) Skills:</u></p> <p>i. Good knowledge in the technical concepts and logic, JEE, web designing, Database administration (oracle 10g), system administration (red hat linux), testing.</p> <p>ii. Good documentation and communication skills.</p> <p>iii. Demonstrated experience in problem identification and resolution.</p> <p>iv. Shall have thorough understanding of aims and objectives of Scheme (not desirable)</p>	<p>iii. Record and report the trouble shooting issues to the concerned for resolution.</p> <p>iv. Prepare test scenarios for Testing of the functionality and generate test reports.</p>
<p>5.IT DEO (Hardware)</p>	<p>(a) Qualifications: Any Graduate/ BE/ B Tech/ Diploma holder.</p> <p>(b) Experience: 2-3 years as System Engineer.</p> <p>(c) Skills:</p> <p>i. Assist in troubleshooting user problems relating to Operating System issues (Win XP, Win Vista, Win7 and Win 2003,2008), Network Connectivity (LAN and Wireless), TCP/IP configuration, upgrades, MS Office products and Internet connectivity.</p> <p>ii. Configuration of mail client.</p> <p>i. Performed upgrades, Taking Backups, installation of software and drivers and essential desktop troubleshooting.</p> <p>iv. Deployed updates, service packs and hot fixes using Windows Update, Automatic Updates, and Group Policies.</p> <p>v. User rights and permission, disabling and enabling accounts, file and folder permissions and configuring security templates as per need, formatting and installation of desktops and laptops operating system. Job may include lifting and shifting and desktops and servers from one location to another within the office premises</p> <p>Any other works assigned from time to time.</p>	<p>i. Report to Dy. EO (IT-NW).</p> <p>ii. Added to Network and Server Administration/maintenance work.</p> <p>iii. Data Centre maintenance.</p>

6.MIS DEOs	<p>(a) Qualifications: A First class Graduate in Engineering with Computer Science stream (CSE) / First class post graduate in Computer Applications (MCA)/ Graduate in statistics.</p> <p>(b) Experience:</p> <p>i. Should have hands on experience on SAS tools.</p> <p>(c) Skills:</p> <p>i. Should be skilled in advanced functions in MS-Excel, SAS.</p> <p>ii. Demonstrated experience with analysis and reporting.</p> <p>iii. Shall have a thorough knowledge of statistics and be able to run forecast models.</p> <p>iv. Shall be skilled in data visualization.</p>	<p>i. Report to Head of Department, PMU.</p> <p>ii. Shall be generating of various types of reports in Excel as well as SAS on demand.</p>
7. DPO (MIS)	<p>(a) Qualifications: A Graduate in statistics/ Engineering/ MCA.</p> <p>(b) Experience: Minimum 5 years in data analysis, data visualisation.</p> <p>(c) Skills:</p> <p>i. Good leadership skills.</p> <p>ii. Able to command group of DEOs.</p> <p>iii. Good documentation and communication skills.</p> <p>iv. Analytical skills</p> <p>v. Should be skilled in advanced functions in MS-Excel, SAS and Statistical concepts, database administration (oracle 10g), creation of business intelligence dashboards, handling visualization tools and creating visualization dashboards, construction of indicators and gauges.</p> <p>vi. Demonstrated experience with analysis and reporting.</p>	<p>i. Report to Head, PMU</p> <p>ii. Shall supervise the work of DEOs.</p> <p>iii. Shall guide the DEO in quality completion of work</p> <p>iv. Shall impart knowledge and training to the DEO.</p> <p>v. Shall analyse the grievances and evidences submitted by the DEO.</p> <p>vi. Shall resolve the grievances to the best of his ability.</p> <p>vii. Report to Project Head on resolved and unresolved grievances.</p> <p>viii. Assist other departments such as health camps, legal, HR.</p> <p>ix. Reach targets fixed as per the SLAs.</p>
8. DPO (IT)	(a) Qualifications: A First Class Graduate in Engineering with Computer Science	i. Report to Head of Department, PMU.

	<p>stream (CSE)/ First class Post Graduate in Computer Applications (MCA).</p> <p>(b) Experience:</p> <p>i. Minimum 5 years of experience of as a Team Lead having handled a minimum team size of 10.</p> <p>(c) Skills:</p> <p>i. Effective Communication skills.</p> <p>ii. Team Work Orientation</p> <p>iii. Project management, technical architect, JEE</p>	<p>ii. To be able to align and interface with the reporting department and work.</p> <p>ii. Able to prioritize the work that leads to results, delegate tasks, monitoring the team's performance, completing the tasks in timelines and compliance.</p> <p>iv. Organize team and its workload and make sure performance /productivity is kept to a really high standard.</p> <p>v. Effective team management for high throughput.</p>
--	--	---

Requirements and performance indicators or the deliverables are as follows:

Deliverable	Requirements	Performance Indicators
<p>1. Pre-Authorization Data Entry Operator support: BPO Service Provider shall provide adequate staff for Pre-authorization operations 24 hours a day, 7 days a week</p>	<p>BPO Service Provider shall furnish the following positions in Operations wing of the Trust.</p> <p>(i) Required pre-authorization Data Entry Operator's for round the clock clearance of pre-authorization. Candidate shall be a graduate with computer knowledge and typing in lower division.</p> <p>(ii) Additional pre-authorization Data Entry Operators are required in case the pre-authorization load crosses the capability of the deployed resources in a day.</p> <p>(iii) BPO Service Provider must have sufficient staffing resources to provide 24/7 continuous pre-</p>	<p>(i) BPO Service Provider shall provide Employment Agreements and/or contracts for review by Trust authority. BPO Service Provider shall present a written staff plan that includes shift scheduling, back-up staff resources for every two months 1 week prior to the beginning of the work schedule.</p> <p>(ii) BPO Service Provider shall present an Emergency Staffing Plan that outlines procedures for maintaining or deploying staff hours in the event of an emergency</p>

	<p>authorizations in the event of an emergency or sudden absence of deployed Data Entry Operator's.</p> <p>(iv) Prior to being approved as Pre-Authorization DEO each candidate shall undergo the training.</p>	<p>and/or sudden absence of deployed DEOs.</p>
<p>2. Pre-authorization Supervision: BPO Service Provider shall provide adequate DEO supervision staffing in the form of DPO for any time on call availability</p>	<p>BPO Service Provider will furnish the following position under Operations wing of the Trust staffing:</p> <p>(i) DPOs shall supervise DEOs, as well as supervisors to head the team leads. Candidate shall be Graduates preferably with MBA having Computer Knowledge.</p> <p>(ii) BPO Service Provider must have sufficient staffing resources to replace any DPO in the event of employee's absence.</p> <p>(iii) Prior to being approved as DPO each candidate shall undergo the training prescribed by the Trust.</p>	<p>BPO Service Provider will provide Employment Agreements and/or contracts for review by Trust Authority.</p>

<p>3. Claims DEO support: BPO Service Provider shall provide adequate staff for Claims for operations 24 hours a day, 7 days a week,</p>	<p>BPO Service Provider shall furnish the following positions in Operations wing of the Trust Office.</p> <p>(i) Required Claim DEOs for round the clock clearance of claims. Candidate shall be a graduate with computer knowledge and typing in lower division.</p> <p>(ii) Additional claim DEOs as are required in case the claim load crosses the capability of the deployed manpower in a day.</p> <p>(iii) BPO Service Provider must have sufficient staffing resources to provide 24/7 continuous claims in the event of an emergency or sudden absence of deployed DEOs.</p> <p>(iv) Prior to being approved as Claim DEO each candidate shall undergo the training.</p>	<p>(i) BPO Service Provider shall provide Employment Agreements and/or contracts for review by Trust authority. BPO Service Provider shall present a written staffing plan that includes shift scheduling, including back-up staffing resources for every two months 1 week prior to the beginning of the work schedule.</p> <p>(ii) BPO Service Provider shall present an Emergency Staffing Plan that outlines procedures for maintaining or deploying staffing hours in the event of an emergency and/or sudden absence of deployed DEOs.</p>
<p>4.Claims Supervision: BPO Service Provider shall provide adequate DEO supervision staff in the form of DPO for any time on call availability</p>	<p>BPO Service Provider shall furnish the following position under Operations wing of the Trust Office staffing:</p> <p>(i) DPOs shall supervise DEOs, as well as supervisors to head the team leads. Candidate shall be a Graduates preferably with MBA having Computer knowledge.</p> <p>(ii) BPO Service Provider must have sufficient staffing resources to replace any DPO in the event of employee's absence.</p> <p>(iii) Prior to being approved as DPO each candidate shall undergo the training prescribed by the Trust.</p>	<p>BPO Service Provider shall provide Employment Agreements and/or contracts for review by Trust Authority.</p>

<p>1. DEO/DPO Support for administrative Work, Empanelment, FOSS and grievance.</p>	<p>BPO Service Provider shall furnish the following positions in Trust Office.</p> <p>(i) Required DEOs for 8 hours in a day, 6 days week for administration;</p> <p>Candidate shall be a graduate with computer knowledge and typing with lower division.</p> <p>Additional DEOs as are required in case the load increases.</p> <p>(ii) BPO Service Provider must have sufficient staffing resources in the event of an emergency or sudden absence of deployed DEOs.</p> <p>(iii) Prior to being approved as DEO each candidate shall undergo the training.</p>	<p>(i) BPO Service Provider shall provide Employment Agreements and/or contracts for review by Trust authority. BPO Service Provider shall present a written staffing plan that includes shift scheduling, including back-up staffing resources for every two months 1 week prior to the beginning of the work schedule.</p> <p>(ii) BPO Service Provider will present an Emergency Staffing Plan that outlines procedures for maintaining or deploying staffing hours in the event of an emergency and/or sudden absence of deployed DEOs.</p>
<p>2.DPO: BPO Service Provider shall provide adequate DEO supervision staffing in the form of DPO at any time on call availability</p>	<p>BPO Service Provider Shall furnish the following position under Trust Office staffing:</p> <p>(i) DPOs shall supervise the work of administrative Work, empanelment, FOSS grievance in Trust Office. Candidate shall be a Graduate preferably with an MBA with Computer Knowledge. The DPOs shall be required to undertake field visits with Trust staff as per need.</p> <p>(ii) BPO Service Provider must have sufficient staffing resources to replace any DPO in the event of employee absence.</p> <p>(iii) Prior to being approved as DPO shall undergo the training prescribed by the Trust.</p>	<p>(i) BPO Service Provider shall provide Employment Agreements and/or contracts for review by Trust Authority.</p>

3. The BPO Service Provider shall provide 24x7 IT support & MIS support.

The requirements for the deliverables are as follows:

<p>1. DEOs for IT support</p>	<p>BPO Service Provider shall furnish the following positions in the PMU Department of the Trust</p> <p>(i) Required DEOs for 8 hours in a day, 6 days week for IT Services; and 24 hours a day, 7 days a week in IT operations. Candidate shall be a graduate with computer knowledge and typing with lower division.</p> <p>(ii) Additional DEOs as are required in case the load increases.</p> <p>(iii) BPO Service Provider must have sufficient staffing resources in the event of an emergency or sudden absence of deployed DEOs.</p> <p>(iv) Prior to being approved as DEO each candidate shall undergo the training.</p>	<p>(i) BPO Service Provider shall provide Employment Agreements and/or contracts for review by Trust authority. BPO Service Provider shall present a written staffing plan that includes shift scheduling, including back-up staffing resources for every two months 1 week prior to the beginning of the work schedule.</p> <p>(ii) BPO Service Provider will present an Emergency Staffing Plan that outlines procedures for maintaining or deploying staffing hours in the event of an emergency and/or sudden absence of deployed DEOs.</p>
<p>2. DPO: BPO Service Provider shall provide adequate DEO supervision staffing in the form of DPO for any time on call availability.</p>	<p>BPO Service Provider shall furnish the following position under PMU Department of the Trust:</p> <p>(i) DPOs shall supervise the team for IT works in PMU Department of the Trust. Candidate shall be a Graduate preferably with an MBA with Computer Knowledge. The supervisors shall be required to undertake field visits with Trust staff as per need.</p> <p>(ii) BPO Service Provider must have sufficient staffing resources to replace any DPO in the event of employee absence.</p> <p>(iii) Prior to being approved as DPO each candidate shall undergo the training prescribed by the Trust.</p>	<p>BPO Service Provider shall provide Employment Agreements and/or contracts for review by Trust authority.</p>
<p>3. DEO support for MIS services</p>	<p>BPO Service Provider shall furnish the following positions in PMU Department of the Trust Office</p> <p>(i) Required DEOs for 8 hours in a day, 6 days week for MIS Services;</p>	<p>BPO Service Provider shall provide Employment Agreements and/or contracts for review by Trust authority.</p>

	<p>and 24 hours a day, 7 days a week. Candidate shall be a graduate with computer knowledge and typing with lower division.</p> <p>(ii) Additional DEOs as are required in case, the load increases.</p> <p>(iii) BPO Service Provider must have sufficient staff resources in the event of an emergency or sudden absence of deployed DEOs.</p> <p>(iv) Prior to being approved as DEO each candidate shall undergo the training as prescribed by the Trust.</p>	
<p>4. DPO for MIS services</p>	<p>BPO Service Provider shall furnish the following position under PMU Department of the Trust Office:</p> <p>(i) DPOs shall supervise to the team for the work of MIS department in Trust Office. Candidate shall be a Graduate preferably with an MBA with Computer Knowledge. The supervisors shall be required to undertake field visits with Trust staff as per need.</p> <p>(ii) BPO Service Provider must have sufficient staffing resources to replace any DPO in the event of employee absence.</p> <p>(iii) Prior to being approved as DPO each candidate shall undergo the training prescribed by the Trust.</p>	<p>BPO Service Provider shall provide Employment Agreements and/or contracts for review by Trust authority.</p>

Special instructions to be followed by the service provider, pertaining to the Operations wing:

1. The BPO Service Provider shall provide adequate manpower for Operations wing of the Trust to enable 24/7 Pre-authorization and Claims support operations.

The following Operations wing roles and responsibilities are being looked after by the staff working under BPO:

1. Online processing of cases at Executive level under various schemes that are being implemented by the Trust.
2. Attending Telephonic Intimations of all the schemes through call conference

3. Attending panel doctors' issues and coordination for specialists opinions.
4. Coordination with Network Hospitals and attending quires.
5. Verifying the status of cases at all levels and facilitating the approvals in all levels.
6. Attending online change requests/Enhancements raised by the Network Hospitals.
7. Verification of Auto cancelled, EO Rejected cases and reporting to Trust Doctors.
8. Preparation of PPTs for orientation training programs of the Network Hospitals.
9. Training of the newly appointed Executives.
10. Preparation of Duty Roster, Leave maintenance, Attendance report of the executives.

Schedule III

104-Seva Kendram Call Center

Manpower requirement:

Sl. No	Name of the post	No. of posts	Remuneration per month
1	Assistant Manager *	01	Rs. 26,000/-
2	Team Leader	04	Rs. 20,000/-
3	Medical Officers	04	Rs. 25,000/-
4	Counsellors	06	Rs. 18,000/-
5	Sr. Executive	01	Rs. 25,000/-
6	Grievance & MIS Executive	01	Rs. 16,000/-
7	Health Advisor	30	Rs. 15,000
8	Outbound Executives/EHS Executives	24	Rs. 15,000/-
9	IT Executive	01	Rs. 18,000/-
10	Quality Executive	02	Rs. 15,000/-
	Total	74	

Introduction

1. **Dr NTR Vaidya Seva Trust**, Government of Andhra Pradesh. 104 Call Centre is as Unit of Dr NTR Vaidya Seva Trust. The Vision and Mission of 104 Call Centre are as follows:

2. 104 Helpline service has been started with the objective of providing advice through a health helpline providing quality medical information, advice and counselling round-the-clock to the 8 crore people of erstwhile Andhra Pradesh State in English, Telugu and Hindi. The governing principle of this service is to bring awareness among the populace about the available health choices.

The services offered through the 104 helpline are:

1. Medical Advice using triage (classifying the caller's condition as critical, serious or stable) and providing appropriate 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 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 redressal is provided).

The Trust has been entrusted with the functioning of 104 services from 01.10.2011.

3. Trust Funding: Trust is fully funded by Government of Andhra Pradesh.

4. Current plans by the Trust are to cover the following:

- Entire State of Andhra Pradesh consisting of 13 Districts.

- 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 that may be created as determined by the Service Provider and the CEO. Additional working hours must be pre-approved by the CEO at the same rates and terms as proposed in the Service Provider's proposal.

B. Description of Services:

1. Health Help Line services: The Trust intends to run a health help line with the following services.

- i. Medical advice**

- ii. Counselling**

- iii. Directory information, and**

- iv. Grievance forwarding and redressal**

The Trust is looking for a Service Provider to staff and operate its 104 Call Centre at Chuttugunnta, Guntur.

2. The Service Provider will be responsible for completing the following major tasks:

- i. Recruit and hire qualified staff to carry out operations of the Trust Call Centre.**

- ii. 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.**

- iii. 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 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.

iv. Provide a monthly schedule of hours to be worked 2 weeks prior to the beginning of each work schedule.

v. 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.

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 Centres 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 Service Provider selected for this Trust shall have the following requirements to fulfil:

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:

- i. The call is received from the central server and routed to the HA.
- ii. The Health Advisor then greets the caller by a standard greeting and then asks for the preference of language i.e. Telugu/ English/Hindi.
- iii. Health Advisor asks for an existing ID that was earlier generated if he is a repeat caller. Call is transferred to required advisor.
- iv. If caller is calling for the first time, Health Advisor gets the caller details: Either the [ration card number (or) [Caller's name, surname, father's name/mothers name, age, sex, Village, Mandal, District]
- v. Call is transferred to respective advisor if needed viz., Medical Officer/Counsellor/ Grievance Handler.
- vi. If the caller is calling for the first time then a new id will be generated after taking basic details from the caller.
- vii. 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.
- viii. After generation/retrieval of the caller id, the right side of the screen will be enabled

- ix. **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....)
- x. **Emergency Call:** In case of emergency call is directly transferred to Medical Officer without any registration of mandatory fields at Health Advisor Level by selecting Emergency call check box.
- xi. **Counselling Call:** When the caller calls for the first time for counselling the call is transferred to Medical Officer.
- xii. When the caller calls for the second time for follow up Health Advisor enquires about the counsellor's ID given to the caller in first session and transfers the call directly to Counsellor, if available or any other Counsellor
- xiii. **Medical Advice Call:** In case the call is for medical advice Health Advisor enquires about the problem and determines whether the advice is for self/others.
- xiv. Health Advisor first confirms the Beneficiary details (Name & Age).
- xv. Health Advisor follows the algorithm questions to determine the problem. If the disease type is not available Health Advisor shall check the disease summary and follow questions in disease summary.
- xvi. Health Advisor provides advice as per the Algorithm/Disease summary. After completing the call, Health Advisor 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.
- xvii. 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 Medical Officer. While transferring, Health Advisor needs to enter the basic complaint as told by caller and informs the Beneficiary regarding the transfer.
- xviii. Whenever the call comes for Counselling 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 Counsellor ever for a first-time call.

- xix. In case of ASHA calling, the call is registered as any other call and the required information provided by the Health Advisor directly and transferred to Medical Officer based on the query or further requirement
- xx. If the call is for grievance redressal, then its registered and followed up with the party concerned.
- xxi. 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	Service Provider
Service provided calls	% **	60	System	Service Provider
Average Handling Time	Time in Minutes	2-3	System	Service Provider
Quality Scores	%	90	System	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	18000
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

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

1.1 The requirements for this deliverable are as follows:

Deliverable	Requirements	Performance Indicators
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 Service Provider will furnish the following positions in each Trust Call Centre:</p> <p>(i) Minimum staffing for Trust Offices.</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 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>

	<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 Service Provider will provide schedule of operations with adequate staff working 48 hours per a week.</p>	
--	---	--

2. The Service Provider shall provide adequate supervision to enable 24X7operations.

The requirements for deliverables:

Deliverable	Requirements	Performance Indicators
The Service Provider will provide adequate supervision for Trust Call Centre and each supervisory position to enable 24X7operations	The 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 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
The Service Provider shall provide for the ability to execute the process on a 24X7X365 basis	<p>(i) The 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 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>(i). The Service Provider will provide a certificate of insurance documenting the equipment replacement coverage.</p> <p>(ii) Provide a copy of the COOP plan in</p>

	<p>(iii)The 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 counselled/operated patient status 30 days post-procedure), and other quality indicators.</p> <p>(iv). The 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>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 Service Provider shall manage these assets on a daily basis.
- ii. All variances in communications equipment shall be reported to the CEO or designee immediately and in any event no later than within 30 minutes of variance for remediation.

4. Documentation and Reporting

Service Provider shall be required to provide at least following documents at different phases during the contract period. If need be, 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.

5. 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/Counselling /Service Improvement.
- Weekly analysis on Complaints received and the status.
- Quality reports.

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

- Monthly analysis on operations/Medical Advice/counselling

- 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.

7. 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:

8. Knowledge transfer

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

9. 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.

Staff Requirement

1. Staff requirement ratio:

1.1 The Service Provider shall deploy a minimum number of on-site resource personnel as per ratio indicated below at 104-Seva Kendram. 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 Officers	10%

Counsellors	9%
Grievance Handlers	2%
Team Leads	5%
Assistant Manager	1%
Grievance Supervisor	2%
Medical Officer Supervisor	
<u>Support Staff</u>	
Training and medical advice (Doctors)	6%
Quality, Research and Analysis	
Directory Information developers	
HR and Admin	
Project Manager	

Note: Staff of suitable Ex-104 call centre with nativity of A.P shall be given preference.

10. Staff Time needed:

Minimum Staffing	Minimum hours/week/person
Health Advisor	48
Counsellors	48
Grievance Handlers	48
Medical Officers	48
Floor Leader/Team Leader/Supervisor	48

2. Qualifications for 104-Seva Kendram Staff:

Sl. No	Position	Qualification	Experience
1	Health Advisor	GNM/BSc/Life science Graduates	1 yr

2	Medical officers	MBBS	Nil
3	Counsellors	MSW/MA (Psychology)	½ yr
4	Grievance Handler	Retd. personal from Govt. Health Dept. are preferred	Retired Govt. Staff equivalent to Community Health Officers
5	Team Leaders	Graduates with experience	1 yr
6	Assistant Managers	Graduates and Post Graduates	1yr
7	Grievance Supervisor	Retd. personnel from Govt. Health Dept are preferred	Retired Govt. Staff equivalent to Community Health Officers
8	Medical Officer/ Supervisor	MBBS	3 yrs
9	Manager Operations	B. Tech/MBA	5yrs

***GNM/ BSc life sciences may be preferred.**

2.1. Qualification requirements for Support Service staff for 104-Seva Kendram:

S. No	Support Service	Qualification and experience	Responsibility
1	Training and Medical Advice	MBBS	Induction Training / Retraining / Development and improvements to Algorithms and Disease Summaries
2	Quality	Graduate/Post Graduate with ½yr Experience	Transaction Monitoring of all the agents and also generating the reports.
3	WFM / MIS	Graduate/Post Graduate with ½yr Experience	Generating Weekly/monthly reports and also doing CDI analysis
4	IT Software and Hardware	MCA / B.Tech with 2yrs experience	Giving support for the IT issues by coordinating with respective teams and providing immediate resolution. IT hardware executive shall ne experienced in Asterisk Call Centre operations.
5	Admin Executive	Graduate/Post Graduate with 1 yr experience	Admin related work of the operations including Attendance / Leave Management
6	HR Executive	MBA(HR) with one (1) year experience	Recruitment / Performance Appraisals /Payroll/ Exit Process
7	IT Manager	B.Tech (CSE)/ MCA with 5 yrs experience	Project management, technical architect, JEE

3. The Job Description of the personnel of 104 Seva kendram:

3.1 Health Advisor

- Health Advisor registers the call and takes the other details.
- Seek details of need for health advice from the customer
- Assess the clinical condition of the customer.
- 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.
- If all possibilities of emergency are ruled out proceed with Algorithms & Disease Summaries to advice the customer.
- 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 Medical Officer
- 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.

3.2 Medical Officer:

1. Attend calls from 104 Advice customers needing health advice
2. Seek details of need for health advice from the customer
3. Assess the clinical condition of the customer.
4. 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.
5. If all possibilities of emergency are ruled out proceed with Algorithms/ Disease Summaries to advice the customer.
6. If no reference is available in the system, use your tacit knowledge and experience.
7. Using the above information, advice the customer appropriately. If indicated, prescribe suitable OTC drugs using SMS application.
8. 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.

3.3 Floor Leader and Team Leader:

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	✓ 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

3.4 Project Manager:

Role Description & Responsibility	<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>
--	---

	19. Interact with N&S to close open items
Qualification / Eligibility	Post Graduates/ Graduates
Years of Experience	<ul style="list-style-type: none"> • Experience in a contact centre. • Managed large teams. • Minimum 1 year as Shift Manager or equivalent and over all 4 years of experience
Competencies / Skills	<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.
Reporting to	CEO or designee

Note: All the staff of above categories should know and speak the languages of Telugu, English and Hindi.

The successful bidder has to recruit only the candidates who belong to Andhra Pradesh.

GENERAL INSTRUCTIONS TO THE SERVICE PROVIDERS:

1. The number of personnel to be deployed by manpower agency may be varied from time to time as decided by the Trust. The present requirement on each category detailed as above.
2. The Trust may require the Service Provider to dismiss or remove from the site of work, any person or persons, employed by the Service Provider, who may be incompetent or for his, her / their misconduct or services being not required and Service Provider shall forthwith comply with such requirements.
3. The Service Provider has to provide the Photo Identity Cards to the persons employed by him / her for carrying out the work. These cards are to be constantly displayed and their loss reported immediately.
4. All services shall be performed by persons qualified and skilled in performing such services.
5. The Service Provider shall replace immediately any of its personnel, if they are unacceptable to the Trust because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving instructions from the Trust in writing or oral.
6. The Trust shall not be liable for any loss, damage, theft, burglar or robbery of any personal belongings, equipment or vehicles of the personnel deployed by the Service Provider.
7. The Service Provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote goodwill and enhance the image of this Trust. The Service Provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
8. The Service Provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as these are of confidential / secret nature.
9. The Service Provider's personnel shall not claim any benefit / compensation/absorption / regularization of services with the Trust under the provisions of Industrial Disputes Act., 1947; or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect will be required to be submitted by the Service Provider to the Trust.
10. The person deployed shall not claim any master & servant relationship against this Trust.

11. The Service Provider shall ensure deployment of suitable people from proper background after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.
12. The character and antecedents of each personnel of the Service Provider will be got verified by the Service Provider before their deployment and a certification to this to be submitted to the Trust, in the form of Affidavit.
13. The Service Provider shall ensure proper conduct of Persons deployed in Trust Campus and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering etc.
14. Working hours would be normally 8 hours per day between 09.00 A.M. to 05.30 P.M. during working days including half an hour lunch break. However, the concerned person may have to work beyond office hours, in the exigencies of work.
15. The personnel may be called on a Second Saturday, Sunday and other gazette holiday, if required. They may be allowed Compensatory off as per the Trust norms.
16. The Service Provider shall provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the Trust. The Service Provider 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 the overlapping period of the substitute shall be the responsibility of the Service Provider.
17. Payments to the Service Provider shall be made on monthly basis as per the bill preferred by the Service Provider. The Service Provider shall be responsible for the contribution towards PF and ESI wherever applicable. Proof of payment of both employer or employee contribution towards PF, ESI, and Service Tax for the last month shall be furnished with the next month bill.
18. The agency's staff will work under the overall supervision of the authorized officers of Trust.
19. The Agency is hereby informed to open individual bank accounts so that the wages will be credited directly to their bank accounts. The Service Provider /Agency shall ensure that individual Bank Accounts of members are opened in their respective names and all payments shall be done through e-Transfer / online payment only as per the prescribed rates issued from time to time by the Govt. Payment in cash is totally prohibited. A certificate to this extent should invariably furnish by the Service Provider every month to the Trust.

20. The firm is required to credit the salary to all the manpower by 1st of every month irrespective of the bills being passed by Trust in the respective bank A/C of all staff. In case of delayed payment, the firm shall be liable to pay Rs.100/- penalty per day per each staff member.
21. The Service Provider shall be contactable at all times and message sent by email / Fax / Special Messenger from Trust to the Service Provider shall be acknowledged immediately on receipt on the same day.
22. The rates quoted in bid must indicate existing taxes show service tax, service charge and other charges which may be liable, besides the minimum wages rates as per the orders issued by the Govt. from time to time.
23. The firm has to maintain EPF Account against every person employed with regional Provident Fund Commission (Assistant Commissioner Pensioner Fund, Guntur).
24. The firm shall be responsible for any queries from assistant labour commissioner on issues related to EPF/ESI.
25. The firm shall submit the challan and documentary evidence in support of proof for depositing EPF/ESI both employee and employers share in respect of workers engaged by Trust and shall entertain queries in this regard from workers. Any noncompliance by the Agency with regard to the above provisions shall tend to termination of contract and forfeiture of security deposit / performance guarantee deposit.
26. The Agency shall fulfil all the conditions stated in the agreement. If there is any violation of contract conditions, the work will be cancelled without further notice.
27. While quoting the unit price, the Bidder has to take into consideration of the orders issued by Government vide G.O.Ms.No.151 Fin (HR-1 Plg. & Policy) Dept. Dated: 08-08-2016
28. The Service Provider is informed that in the event of any legal complications / court cases and other disputes arising out of this Bid document of related matters, the service provider shall be responsible and accountable for the same. The Trust shall not be liable or responsible in any way in such matters.

INSTRUCTIONS TO BIDDERS

1. The bid will be selected based on **Least Cost Based**.
2. The bid and all related correspondence shall be in English.
3. The bids are to be submitted on or before **21.09.2017** by **4-30 PM** on A.P. e-Procurement portal and physical copies of the same must be submitted at Dr.NTR Vaidya Seva Trust Office, Chuttugunta, Guntur on or before **5:30 PM on 21.09.2017**.

The Bidder has to submit all the documents required as per the check list enclosed.

4. The prices shall be given in Indian Rupees.
5. The bid shall be valid for 30 days from the date of fixed for receipt of Bids.
6. The demand draft shall be taken in favour of **“CEO, Dr NTR Vaidya Seva Trust”** payable at **Guntur**.
7. The amount of bid security shall be **7,00,000/-** (Rupees Seven lakhs only)
8. The time period within which the bid security of the unsuccessful bidders will be returned is **30 days** and successful bidders shall be retained with Trust until the expiry of the contract period.
9. The cost of Bid document of Rs. 2,000/- to be submitted by way of Demand Draft in favour of **“CEO, Dr NTR Vaidya Seva Trust”** payable at **Guntur** at the time of submission of physical copies which is mandatory.
10. Time, date, and place for bid opening is: **22.09.2017**
Dr. NTR VaidyaSeva Trust,
Door No. 825-16-116/1B,
Behind Gowtham Hero,
Chuttugunta,
Guntur-4, Ph No. 0863-2222802.
11. The Trust shall open the bids as per the following Bid Schedule:

Schedule of Bidding process (with times where applicable)	Bid Notification	Schedule
	Pre Bid Meeting	14.09.2017(11-00 Am)
	Last date for submission of bids through A.P. e-Procurement portal	21.09.2017 up to 4:30PM
	Last date for the submission of physical copies	21.09.2017 up to 5-30 Pm
	Opening of Technical Bids	22.09.2017(11-00 Am)
	Opening of Financial Bids	22.09.2017 4-00 Pm
	Declaration of Qualified Bidder	25.09.2017
	Probable Date for issuing Letter of Award of Contract	26.09.2017
	Tentative Effective Implementation Date	01.10.2017

12. The Trust shall prepare minutes of opening of Bids.
13. The bidder shall submit the technical & financial documents on **e-procurement platform**. DD in original and sealed cover consisting of the details of the Administrative cost has to be submitted to Trust before the specified time i.e., **21.09.2017 before 5-30 Pm**
14. The Trust shall evaluate and compare the bids as follows:
 - a. Examine if the Bids confirms to technical specifications and Delivery time.
 - b. Prepare a technical comparative Statement, thus arrived at; and
 - c. In case necessary, the bidders maybe asked to demonstrate the product offered to a technical committee constituted for the purpose.
15. **Clarifications:**
 - a. To assist in the examination, evaluation and comparison of bids, the Authority may, at its sole discretion, ask any bidder for clarification of its bid, including breakdowns of its prices. Such clarification may be requested at any stage up to the contract award decision. Requests for clarification and the responses shall be in writing or by fax and no change in the price or substance of the bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Authority in the evaluation of the bids in accordance with “Preliminary Examination of Bids”.
 - b. If the Bidder does not provide clarifications sought for within the specified time, the Bid shall be liable to be rejected. Any such verification or lack of such verification, by the Authority shall not relieve the Bidder of its obligations or liabilities here under nor will it affect any rights of the Authority thereunder.
16. The Trust also reserves the right, at the time of award of contract to **increase or decrease by 50 Percent** of the transactions specified in the schedule of deliverables without any change in price quoted or other terms and conditions with no change in payment.
17. The Trust also reserves the right to accept or reject the bids to annul the bidding process and reject all bids at any time prior to award of Contract, without there by incurring any liabilities to the affected Bidder or any obligation to inform the affected Bidder of the grounds for the Trust’s action. (Joint Venture is not applicable.)
18. **Evaluation & Comparison of Bids:** The method of selection adopted is **Least Cost**

Based. If more than one bidder quotes same least cost, then the final bidder shall be selected by the Trust basing on the their past track record.

19. Letter of Acceptance shall constitute the formation of the Contract. This Letter of Acceptance shall be sent, inviting the Service Provider to deliver the services in accordance with the conditions of the Contract.
20. The successful bidder shall give his consent to the Letter of Acceptance within seven (7) days of receipt of the letter issued by Trust.
21. Within twenty (10) days from giving the consent to the Letter of Acceptance, the Bidder shall sign and date the Contract and shall provide an unconditional and irrevocable performance bank guarantee in the form and manner provided by the Authority for the satisfactory completion of performance obligations including warrant obligations and maintenance obligations, as applicable.
22. The successful bidder will be expected to provide the services from 01.10.2017
23. Bidder must be ready to accept the extension of the contract by a further period of **three (3) Months** on the same terms and conditions, if so desired by Authority.
24. **Warranty:** Normal Commercial warranty to be provided from the date of acceptance of the equipment by the consignee.
25. **Corrupt and Fraudulent Practices:** It is the Trust's policy that requires the bidders, service providers and contractors and their subcontractor observe the highest standard of ethics during the procurement and execution of such contracts and not to indulge corrupt and fraudulent practices. The defaulter will be dealt with as per the Policy of the Corruption
 - Please note that the Bidder runs the risk of his bid being rejected if the price schedule contains any conditions.
 - Sign on all statements, documents, certificates submitting owning responsibility for their correctness/ authenticity.
 - The bidder is subjected to be black listed and the EMD forfeited if he is found to have misled or furnished false information in the forms/ statements/ certificates submitted in proof of qualification requirements or record of performance (Please see Corrupt and Fraudulent Practices).
26. For the detailed tender notice, please visit website <https://tender.apecurement.gov.in/login.html>.

Eligibility Criteria of the Bidder

This invitation for bids is open to all bidders who fulfil the minimum eligibility criteria as laid herein.

- Bids not complying with the ‘**Eligibility Criteria**’ are liable to be rejected and will not be considered for further evaluation. The bid should adhere to the minimum eligibility criteria specified.

Eligibility Criteria					
S No	Item	Criteria		Proof required	Forms
		Requirement	Bidder		
			Single Entity		
1	Firm Registration	The Bidder must be a Government Organization/ Public Sector/ Private limited Company/ Limited Company/ Partnership Firm having its registered Office in India	Must meet requirement	Copy of Registration registered under Indian Companies Act/ Incorporation Certificate	--
2	Conflict of Interest	No conflicts of interests as described.	Must meet requirement	Letter of Bid	Form 1
3	Penalty & Blacklisting	(i) The Bidder should never have been penalized by any organization for poor quality of work or breach of contract in the last three years. (ii) The Bidder should never have been blacklisted by any Government department/Public Sector Undertaking in the last three years. (iii) The Bidder should never have suffered bankruptcy/insolvency in the last three years.	Must meet requirement	Declaration of Bidder	Form 3

Joint Venture is not applicable

Conflict of Interest: A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:

- a. they have a controlling partner in common; or
- b. they receive or have received any direct or indirect subsidy from any of them; or

- c. they have the same legal representative for purposes of this bid; or
- d. they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Trust regarding this bidding process; or a Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is involved. However, this does not limit the inclusion of the same Sub-Service Provider in more than one bid; or
- e. a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid; or
- f. A Bidder, or any of its affiliates has been hired (or is proposed to be hired) by the Trust for the Contract.
- g. If the Registration Certificate is not in English language, then such content of the Certificate is to be translated into English language which in return to be notarised

QUALIFICATIONS OF THE BIDDERS:

The following are the Qualification of the Bidder to participate in the Bid by submission of documentary evidence in its bid, the Bidder must establish to the Client's satisfaction that it has the financial, technical, and production or performance capability necessary to perform the Contract, meets the qualification criteria and has a successful performance history.

Qualification Criteria for the Schedules					
S No	Item	Criteria		Proof Required	Forms
		Requirement	Bidder		
			Single Entity		
1	Financial Strength	(i) Historical Financial Performance: Submission of audited balance sheets, other financial statements acceptable to the Trust, for the last three (3) years to demonstrate the current soundness of the bidders financial position, profits, net worth positive and its prospective long term profitability for FYs 2016-17, 2015-16 & 2014-15	Must meet requirement	Audited balance sheets (Form 4a (2) of attachment T1B)	Form 4a
		(ii) Average Annual Turnover: Minimum average annual turnover of Rs. 3.5 Crores (three crores fifty lakhs) calculated as total certified payments	Must meet requirement	Audited financial statements (Form 4a	Form 4a

		received for contracts in progress or completed, within the last three (3) years i.e., FYs 2016-17, 2015-16 & 2014-15		(3) of attachment T1B)	
2	Experience	<p>Experience: A minimum experience in the following key activities: Offering admin support services with at least 30 resources for a government organization. Similar experience shall mean experience in staff outsourcing for office work. As contractor, management contractor, or subcontractor, in at least Three (3) contracts within the last Five (5) years, each with a value of at least Rs Thirty Lakhs (30) that have been successfully and substantially completed and that are similar to the proposed Works. Offering admin support services with at least 30 resources for an government organization.</p>	Must meet requirement	Form 4b	Copies of work orders with the value of work and work completion letter from the concerned

II. iii Bid form

Letter of BID

(On Bidder’s letter head)

Name of Contract: Date:

To:

Sir,

Having examined the bidding documents, including Addenda, the receipt of which is hereby acknowledged, we, the undersigned, offer to [specify *scope of the contract*] under the above named Contract in full conformity with the said bidding documents for the sum specified in financial bid form or such other sums as may be determined in accordance with the terms and conditions of the Contract. The above amounts are in accordance with the price schedules attached herewith and are made part of this bid.

We undertake, if our bid is accepted, to commence performance and to achieve completion within the respective times stated in the bidding documents.

If our bid is accepted, we undertake to provide an advance payment security and a performance security in the form and amounts and within the times specified in the bidding documents.

We agree to abide by this bid for a period of [*specify number*] days from the date fixed for submission of bids as stipulated in the bidding documents, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Until a formal contract is prepared and executed between us, this bid, which consists of the letter and Attachments 1 through [] hereto, together with your written acceptance thereof and your notification of award, shall constitute a binding contract between us.

The bidder undertakes that there shall not be any Conflict of Interest against Dr NTR VaidyaSeva Trust as given in the definitions of the contract of this bid document.

We understand that you are not bound to accept the lowest, or any bid you may receive.

Dated this..... Day of 2017.
..... (Signature)

In the capacity of
..... (Position)

Duly authorized to sign this bid for and on behalf of
..... (Name of bidder)

II. iv Attachments to Bid

Bid Form Attachments

Bid Form shall include:

1. B1 - Bid Security
2. B2 - Power of Attorney
3. B3 – Cost of Bid Documents

Attachment B1

Bank Demand Draft for Bid Security

Form 2a

Attachment T1B

From 2a- Financial Viability

Name of the Bidder:

Financial Information:

Bidders shall provide financial information to demonstrate that they meet the requirements stated in the BDS for ITB Clause 4.1(a).

- 1. Banker's Information:** Each Bidder shall complete this form. If necessary, separate sheets shall be used to provide complete banker information. A copy of the audited balance sheets shall be attached. Autonomous subdivisions of parent conglomerate businesses shall submit financial information related only to the particular activities of the subdivision.

Banker	Name of the banker	
	Address of banker	
	Telephone	Contact name and title
	Fax	Telex

- 2. Asset and Liability Summary:** Summarise actual assets and liabilities for the previous three calendar years. Based upon known commitments, summarize projected assets and liabilities for the next two calendar years, unless the withholding of such information by stock market listed public companies can be substantiated by the Bidder.

Financial information	Actual: Previous three years			Projected: Next two years	
	3	2	1	1	2
1.Total Assets					

2. Current assets					
3. Total liabilities					
4. Current liabilities					
5. Profits before taxes					
6. Profits after taxes					

3. Abstract of Financial Capacities:

S No	Financial Year	Annual Turnover (Rs.)
1	2016-17	
2	2015-16	
3	2014-15	
Average		

4. Certificate from the Statutory Auditor

In case the Bidder does not have a Statutory Auditor, it shall provide the certificates from its chartered accountant that ordinarily audits the annual accounts of the Bidder.

Note: Please attach printed Audited Annual Financial Statements.

Form 2b - Experience Record

Name & Address of the Bidder

The Bidders must complete the information as required below:

Name of Bidder or partner of a Joint Venture	
Use a separate sheet for each contract	
1	Number of contract
	Name of contract
2	Name of Trust
3	Trust's Address
4	Nature of similar work and special features relevant to the contract for which the Bidding documents are issued
5	Contractor role (check one) 2. Prime Service Provider <input type="checkbox"/> 3. Management Contractor <input type="checkbox"/> 4. Subcontractor <input type="checkbox"/> 5. Partner in a Joint Venture <input type="checkbox"/>
6	Amount of the total/sub-contractor/partner share (at completion, or at date of award for current contracts)
7	Equivalent amount: Total contract: Rs _____ . Subcontract: Rs. _____ . Partner share: Rs _____
8	Date of award/completion
9	Contract was completed _____ months ahead/behind original schedule (if behind, provide explanation)
10	Contract was completed Rs. _____ % under/over original contract amount (if over, provide explanation)
11	Special Contract/ Technical requirements
12	Indicate the approximate present total contract value of work undertaken by subcontract, if any, and the nature of such work.

Attachment B2

Power of Attorney for signing of Bid

Know all men by these presents, We,(name of the firm and address of the registered office)do hereby irrevocably constitute ,nominate, appoint and authorize Mr. / Ms (Name), son/daughter/wife of.....and presently residing at,who is presently employed with us and holding the position of....., as our true and lawful attorney (here in after referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for Name of Bid [insert: Name of Bid from Bid data sheet] proposed by _____(the “Authority”)including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders’ and other conferences and providing information/responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said Scheme and /or upon award thereof to us and/or till the entering into of the Agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to bid one by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been one by us.

IN WITNESS WHERE OF WE,, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 2017.

For.....
(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

Accepted

Notarised

(Signature, name, designation and address of the Attorney)

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.

The Power of Attorney should be executed on a non-judicial stamp paper of Rs. 50 (fifty) and duly notarised by a notary public.

Wherever required, the Bidder should submit or verification the extract of the charter documents and documents such as a board or shareholders resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

Attachment T1A
Bidder's Particulars

1. Company Profile

.1	Name of the Company	
.2	Registered Office of the Company	
.3	Firms Registration Number (under Companies Act, 1956):	
.4	Firms Registration expiry date (Validity):	
.5	Firms Registration Date:	
.6	Legal status (e.g. incorporated private company, unincorporated business, partnership, proprietary firm, etc.):	
.7	Registered address:	
.8	Year of commencement of Company:	
.9	Brief description of the Company including details of its mainlines of business	
.10	Details of authorized signatory of the Bidder	
	Name:	
	Designation	
	Company:	
	Address:	
	Phone No.:	
	Fax No. :	
	E-mail address:	

2. Please State the following correctly:

(i) Has the Bidder ever been penalized by any organization for poor quality of work or breach of contract in the last three years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(ii) Has the Bidder ever failed to complete any work awarded to it by any public Authority/entity in last three years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(iii) Has the Bidder been ever blacklisted by any Government department/Public Sector Undertaking in the last three years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(iv) Has the Bidder been suffered bankruptcy/insolvency in the last three years?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Note: If answer to any of the questions at (i) to (v) is yes, the Bidder is not eligible for this Work.

3. Office Network of the Company in Andhra Pradesh (If any)

4. Documents to be submitted:

- a. Copy of Certificate of Incorporation of the Bidder;
- b. Service Conformity Certificates [insert: Technical Competencies of the service provider as given below];
- c. Copy of the valid license/ registration of the Company.
- d. Other Relevant documents (duly listed)

5. Details of Bank Draft:

- a. Towards the Bid Security amount of Rs.7,00,000/- (Rupees Seven Lakh Only)

6. Responsiveness Checklist:

S No	Item	Yes/ No	
1	Form 1: Letter of Bid	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2	Form 2a: Financial Strength	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3	Form 2b: Experience record	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4	Audited Profit & Loss, Balance Sheets for FYs 2016-17, 2015-16, 2014-15	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5	Form 3: Power of Attorney For Signing the Bid	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6	Form 4: Attachment T1A	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7	Form 5: Project Plan	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8	Demand Draft	Yes <input type="checkbox"/>	No <input type="checkbox"/>

9	Copy of Registration/ Incorporation Certificate	Yes <input type="checkbox"/>	No <input type="checkbox"/>
10	Copies of work orders with the value of work and work completion letter from the concerned	Yes <input type="checkbox"/>	No <input type="checkbox"/>
11	Audited Financial Statements for FYs 2016-17, 2015-16, 2014-15	Yes <input type="checkbox"/>	No <input type="checkbox"/>
12	Statistical report for Call Record for calculating the call volume	Yes <input type="checkbox"/>	No <input type="checkbox"/>
13	Self Declaration from BPO Company for the Statistical report of Call Record	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Date:

Signature and Seal of Authorized Person

Place:

*Note: Processing fee certificate shall not be uploaded on e-procurement platform.

- If the Registration Certificate is not in English language, then such content of the Certificate is to be translated into English language which in return to be notarised.

Attachment T2

Description of methodology and proposed work plan for performing the assignment (or)

PROJECT PLAN

Price Bid Form

[Location, date]

To:

Sir,

We the under signed, offer to provide the services for [title of the Bid] in accordance with your Bidding Document dated [date] and our proposal (Technical and Financial proposal). Our attached financial proposal is for the sum as given in the e-procurement platform. This amount is exclusive of applicable taxes.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal i.e.,[date].

We understand you are not bound to accept any proposal you receive.

We remain,

Yours sincerely,

Authorised Signatory:

Name and Title of Signatory:

Name of Firm:

Address:

Attachment F1

Form F1-Cost Breakup Table for Schedule I & II

S No	Description	Percentage of Administrative Cost
1	Administrative Cost	

(1). The service providers shall not quote a commission of more than 5% of the remuneration paid to the functionaries. The remuneration paid to the service provider is exclusive of the remuneration provided to the functionaries. In other words, the service provider shall not charge any fee/commission from the functionaries or deduct any amount other than employees' share of Provident fund.

(2) The quote by the Service Provider shall include the commission, the employer's contribution, ESI and Service Tax with a clear breakup of all these items as per the orders of Government G.O.Ms.No.151 Finance (HR-I-Plg. & Policy) Department, Dated:08 -08-2016.

(3) The service provider shall deduct employees' contribution to Provident fund and remit it along with the employer's share to the EPF fund and remits it to the EPF account of the employee.

(4) The bidder should consider 1 unit = 1 Employee

(5) Salaries to the employees are to be paid as mentioned above. There shall be no change in the salaries which are mentioned above.

Dr. NTR Vaidya Seva Trust

LETTER OF ACCEPTANCE

[Date]

To: [Name of successful bidder]

[Address of successful bidder]

This is to notify you that your bid dated [enter *date*] for the execution of the [name of the contract as given in the bidding data] for the contract price of the equivalent of [amount in numbers and words, and name of currency/currencies], as corrected and modified in accordance with the Instructions to Bidders, is hereby accepted by our agency. You are hereby required:

- (a) to submit the performance security / Performance Bank Guarantee [*specify as provided in the bidding documents*];
- (b) to sign the attached contract agreement and return [*specify as provided in the bidding documents*]; and
- (c) to commence execution of the said contract in accordance with ‘ The Contract’ documents.

Authorized signature.....

Name and title of signatory.....

Name of agency.....

CONTRACT FOR PROVISION OF SERVICES

[NAME OF THE WORK]

Between

Dr. NTR VaidyaSeva Trust

And

[Insert: Name of the Service Provider]

Dated: _____

THE CONTRACT

Contract Agreement

THIS CONTRACT AGREEMENT is made

the *[insert: ordinal]* day of *[insert: month]*, *[insert: year]*.

BETWEEN

(1) *[insert: Name of Trust]*, a *[insert: name of Trust]*, and having its principal place of business at *[insert: address of Trust]* (hereinafter called “the Trust”), and

(2) *[insert: name of Service Provider]*, a corporation incorporated under the laws of *[insert: country of Service Provider]* and having its principal place of business at *[insert: address of Service Provider]* (hereinafter called “the Service Provider”).

WHEREAS

(A) The Trust vide its Bid Notification No. _____ invited Competitive Bids for Identification of Service Provider for supply of manpower to back Office Support Services for Dr. NTR VST, Andhra Pradesh State for a period of ----- months from the date of Commencement of Services through competitive bidding process;

(B) The Service Provider submitted their Competitive Bid for the aforesaid work, whereby the Service Provider represented to the Trust that they had the required professional skills, and in the said Bid the Service Provider also agreed to implement and provide the Services to the Trust on the terms and conditions as set forth in the Bidding Document and this Agreement (“the Scheme”); and

NOW IT IS HEREBY AGREED as follows:

ARTICLE 1 CONTRACT DOCUMENTS

1.1	<p>Contract Documents</p> <p>The following documents shall constitute the Contract between the Trust and the Service Provider, and each shall be read and construed as an integral part of the Contract:</p> <p>(a) This Contract Agreement and the Appendices attached to the Contract Agreement and the Service Providers' bid.</p> <p>(b) <i>[Add here: any other documents]</i></p>
1.2	<p>Order of Precedence</p> <p>In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents).</p>
1.3	<p>Definitions</p> <p>Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.</p>

ARTICLE 2 CONTRACT PRICE AND PAYMENT TERMS

2.1	<p>Contract Price</p> <p>The Trust hereby agrees to pay to the Service Provider the Contract Price in consideration of the performance by the Service Provider of its obligations under the Contract. The Contract Price shall be <i>[insert: amount in words],[insert: amount in figures]</i>, as specified in the Price Schedule.</p> <p>The Contract Price shall be understood to reflect the terms and conditions used in the specification of prices in the detailed price</p>
-----	--

	<p>schedules, including the taxes, duties and related levies if and as identified.</p> <p>Payment will be released every month after the submission of in-voice on satisfactory performance and after deduction of penalty, if any. There shall be paid no advance payment in any case. Percent of payment shall be paid as specified in price schedules.</p>
--	---

ARTICLE 3 EFFECTIVE DATE

<p>3.1</p>	<p>Effective Date</p> <p>The time allowed for delivery of the Service shall be determined from the date when all of the following conditions have been fulfilled:</p> <ul style="list-style-type: none"> (a) This Contract Agreement has been duly executed for and on behalf of the Trust and the Service Provider; (b) The Service Provider has submitted to the Trust the performance security and the advance payment security; (c) The Trust has paid the Service Provider the advance payment; (d) <i>[specify here: any other conditions, for example, opening/confirmation of letter of credit].</i> <p>Each party shall use its best efforts to fulfil the above conditions for which it is responsible as soon as practicable.</p>
<p>3.2</p>	<p>If the conditions listed any are not fulfilled within two (2) months from the date of this Contract Agreement because of reasons not attributable to the Service Provider, the parties shall discuss and agree on an equitable adjustment to the Contract Price and the Time and/or other relevant conditions of the Contract.</p>

ARTICLE 4 APPENDIXES

4.1	The Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.
4.2	Reference in the Contract to any Appendix shall mean the Appendixes listed below and attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

APPENDIXES

Appendix 1	Description of the Services
Appendix 2	Project Plan (With deliverables and delivery schedule& SLAs)
Appendix 3	Performance Security forms (Bank Guarantee)
Appendix 4	Price Schedules
Appendix 5	Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

In WITNESS WHERE OF the Trust and the Service Provider have caused this Contract Agreement to be duly executed by their authorized representatives on the day and year first above written.

For and on behalf of the Trust

Signed:

In the capacity of *[insert: title or other appropriate designation]*

In the presence of

For and on behalf of the Service Provider

Signed:

In the capacity of *[insert: title or other appropriate designation]*

In the presence of

CONTRACT AGREEMENT

Dated the *[insert: number]* day of *[insert: month]*, *[insert: year]*

BETWEEN

[Insert: name of Trust], “the Trust”

AND

[Insert: name of Service Provider], “the Service Provider”

1. DEFINITIONS:

- i. "Trust/ Purchaser" shall be Dr. NTR Vaidya Seva Trust.
- ii. **Agreement:** Shall mean the deliverables with SLAs and the Annexure thereto signify the contract period, terms and conditions etc.

2. NOTICES:

All notices to be given under the contract shall be in writing and shall be sent by personal delivery, registered post, Special courier, cable, telegraph, telex, facsimile, electronic mail.

Notices shall be deemed to include any approvals, consents, instructions, orders, certificates information and other communication to be given under the contract.

3. DISPUTE AND MUTUAL CONSULTATION:

If any dispute of any kind whatsoever shall arise between the seller/service provider and the Trust in connection with or arising out of the contract, the parties shall seek to resolve any such dispute by mutual consultation. If the parties fail to resolve such a dispute by mutual consultation within 28 days after one party has notified the other in writing of the dispute, then upon expiry of notice, either party may proceed to the notification of Arbitration.

4. ARBITRATION:

Any dispute between the parties arising under or related to this contract Agreement that cannot be settled amicably may be referred to by either party to be Arbitration in accordance with the provisions of the Arbitration conciliation Act, 1996 or other rules as may be mutually agreed.

The Arbitrations shall be held in Hyderabad; and the proceedings shall be in

English.

The Arbitration award shall be subject to the jurisdiction of Hyderabad High Court at Hyderabad.

5. WAIVER:

The failure of either party to enforce its rights under this contract at any time for any period shall not be construed as a waiver of such rights.

6. SAVINGS (SEVERABILITY):

If any provision of this contract is held unenforceable, then such provision will be modified to reflect the parties' intention. All remaining provisions of this contract shall remain in full force and effect.

7. ADDENDUM:

The Trust and the Service Provider upon the mutual consent of both shall be entitled to carry written addendum through separate addition to this contract with a view to modify, alter, ratify, add or delete to the existing clauses of this contract in such manner and to such extent as they may consider expedient in the interest of and for the purpose of the Trust.

8. CONFLICT OF INTEREST:

The Trust and Service Provider warrants that this contract is not likely to have any conflict of interest with any of their organizational, financial, contract or other interests relating to the works and services under this contract.

9. INDEMNITY:

The Seller/ Service provider covenants to indemnify, keep indemnified and hold harmless the Trust against all claims, demands, losses, expenses, costs, damages, suits or proceedings made against, incurred or suffered in connection with the Performance of the contract (whether or not involving a third party claim) of any of its representations, warranties, covenants and undertakings under this contract.

10. JURISDICTION:

This contract shall be governed by and construed in accordance with the prevailing laws in India. Further, the parties agree that the competent courts or Forums at Hyderabad; only shall have jurisdiction on all matters relating to this contract.

11. DAMAGES:

That all damages caused by carelessness, negligence or non-performance of the seller's employees/workmen or any material is wasted or is misused by the personnel/workmen of the seller will be to the account of the seller/service provider who shall make good the same and shall be responsible or accountable for the same.

12. SECURITIES:

Performance Guarantee:

- The Performance Security shall be for an amount equal to **Ten percent (10%) of the entire Contract Price.**
- The Performance Security shall be released after the expiry of 30 days upon the expiration of contract.
- Trust reserves the right to forfeit the bank guarantee provided by the Service Provider if the Trust is not satisfied with the performance of the Service Provider.

APPENDIX 1

Description of the Services

[Give detailed descriptions of the Services to be provided; Implementation schedule-dates for completion of various tasks; place of performance for different tasks; specific tasks to be approved by Trust etc.]

APPENDIX 2

Project Plan

(With Deliverables and Delivery Schedule & SLAs)

[List format, frequency and contents of deliverables and reports; persons to receive them; dates of submission;]

APPENDIX 3

Performance Security Form (Bank Guarantee)

[Insert: Trust's Name, and Address of Office]

Date: *[insert: date]*

PERFORMANCE GUARANTEE No.:[insert: *Performance Guarantee Number*]

We have been informed that on [insert: *date of award*] you awarded Contract No. [Insert: *Contract number*] for [insert: *title and/or brief description of the Contract*] (hereinafter called "the Contract") to [insert: *complete name of Service Provider*] (hereinafter called "the Service Provider"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Service Provider, we hereby irrevocably undertake to pay you any sum(s) not exceeding Rs.------(Rupees -----) upon receipt by us of your first demand in writing declaring the Service Provider to be in default under the Contract, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

On the date of your issuing, to the Service Provider, the Operational Acceptance Certificate for the System, the value of this guarantee will be reduced to any sum(s) not exceeding [insert: *amount(s) In figures and words*]. This remaining guarantee shall expire no later than [insert: *number and select: of months/of years (of the Warranty Period that needs to be covered by the remaining guarantee)*] from the date of the Operational Acceptance Certificate for the System,¹ and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Applicable Law.

[Signature(s)]

Advance Payment Security Form (Bank Guarantee)

[insert: Trust's Name, and Address of or Office]

Date:[insert: *date*]

ADVANCE PAYMENT GUARANTEE No.:[insert: *Advance Payment Guarantee Number*]

We have been informed that on [insert: *date of award*] you awarded Contract No. [Insert: *Contract number*] for [insert: *title and/or brief description of the Contract*] (hereinafter called "the Contract") to [insert: *complete name of Service Provider*] (hereinafter called "the Service Provider"). Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of [insert: *amount in numbers and words, for each currency of the advance payment*] is to be made to the Service Provider against an advance payment guarantee.

At the request of the Service Provider, we hereby irrevocably undertake to pay you any sum or sums not exceeding in total the amount of the advance payment referred to above, upon receipt by us of your first demand in writing declaring that the Service Provider is in breach of its obligations under the Contract because the Service Provider used the advance payment for purposes other than toward the proper execution of the Contract.

It is a condition for any claim and payment to be made under this guarantee that the advance payment referred to above must have been received by the Service Provider on its account [*insert: number and domicile of the account*].

For each payment after the advance payment, which you will make to the Service Provider under this Contract, the maximum amount of this guarantee shall be reduced by the [*insert: ninth or appropriate figure/proportion*] part of such payment.² At the time at which the amount guaranteed becomes nil, this guarantee shall become null and void, whether the original is returned to us or not.

APPENDIX 4

Price Schedules

APPENDIX 5

Minutes of Contract Finalization Discussions and Agreed to Contract Amendments