



# राज्य स्वास्थ्य समिति, बिहार

Swasthya Bhawan, Sheikhpura, Patna-14



Government of Bihar

Department of Health

*e-tender (NIT) Reference No.:- 04/SHSB/Training/2025-26*

**Notice Inviting Tender for Selection of Agency to conduct Public Health Training for CHO (Community Health Officers), Staff Nurse, ANM (Auxiliary Nurse Midwives), ASHA (Accredited Social Health Activists) Workers, and ASHA Facilitator under NHM in the state of Bihar**

*e-Procurement Mode Only*

<https://eprac2.bihar.gov.in>

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## SECTION-I

### NOTICE INVITING TENDERS

1. The State Health Society, Bihar (SHSB), Patna intends to select agency via e-tendering for conducting Public Health Training for CHO (Community Health Officers), Staff Nurse, ANM (Auxiliary Nurse Midwives), ASHA (Accredited Social Health Activists) Workers, and ASHA Facilitator under NHM in the state of Bihar. The State Health Society Bihar invites bids from eligible business entities in providing the services as mentioned in this tender document. (Note: For the purpose of this tender, the terms, agency/bidder/service provider/tenderer/applicant shall all denote the same, if not stated otherwise.)
2. The selected bidder/agency shall be responsible for conducting multiple public health training programs in alignment with the Government of India's Ministry of Health & Family Welfare (MOHFW) guidelines and undertaking all other project-related activities as specified in this tender document.
3. The contract agreement for this tender will be signed between the successful bidder and SHSB.
4. To participate in the e-tendering process, the bidder/agency are required to get themselves registered with Bihar Government Centralized e-Procurement portal at <https://eproc2.bihar.gov.in>. For assistance with registration or any technical support, bidders may contact the helpdesk at the following address, "Mjunction Services Limited, RJ Complex, 2nd Floor, Canara Bank Campus, Khajpura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar, e-mail id: [eproc2support@bihar.gov.in](mailto:eproc2support@bihar.gov.in), Toll Free Number-18005726571 (Working Hours: 8AM to 7PM, All days in week except Sunday and few selected state holidays)".

#### 5. Schedule of Events:

Sl.no.	Event Description	Timeline
5.1	Bid Submission Start Date & Time	22/04/2025 (Tuesday) from 5:00 PM, on e-Procurement Portal ( <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> )
5.2	Last date & time for submission (upload) of online bidding document.	13/05/2025 (Tuesday) till 05:00 PM, on e-Procurement Portal ( <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> )
5.3	Last date & time for submission of EMD (Online Mode)	13/05/2025 (Tuesday) till 05:00 PM
5.4	Last date & time for submission of EMD (Offline Mode)	14/05/2025 (Wednesday) till 11:00 AM
5.5	Time, Date of opening of Technical Bid	14/05/2025 (Wednesday) at 1:00 PM on e-Procurement Portal ( <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> )
5.6	Time, Date of opening of Financial Bid	To be announced later on the e-Procurement Portal ( <a href="https://eproc2.bihar.gov.in">https://eproc2.bihar.gov.in</a> )
5.7	Pre-bid meeting (Date & time)	29/04/2025 (Tuesday) at 11:00 AM
5.8	Pre- bid meeting venue	Conference Hall, State Health Society, Bihar, 4 <sup>th</sup> Floor, Swasthya Bhawan, Sheikhpura, Patna-800014

Note –i) Interested bidders may obtain further information about this Notice Inviting Tender (NIT) from the office of State Health Society, Bihar.

ii) No tender will be accepted after the closing date and time in any circumstances.

6. Bidder may also download the tender documents (a complete set of documents is available on website) from e-Procurement Portal (<https://eproc2.bihar.gov.in>) and submit its tender by using the downloaded document.
7. The State Health Society, Bihar (SHSB), shall be following Least Cost Selection (LCS) method for selection of agency.
8. The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 50,00,000/- (Fifty Lakh Rupees only) transferred through e-Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/Debit Card) on the link mentioned in the e-procurement portal (<https://eproc2.bihar.gov.in>), or in the shape of Bank



Guarantee (BG) from any Schedule Bank in favour of State Health Society, Bihar payable at Patna. No bidder is exempted from submitting the EMD as mentioned in the tender document.

9. Tender Processing Fee (TPF) amount for the sum of Rs. 590/- (Five hundred Ninety rupees) to be paid by the bidder through e-Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit / Debit Card) only, to the agency empaneled by Government of Bihar for centralized e-Procurement.
10. The technical and financial bids must be submitted through e-Procurement Portal (<https://eproc2.bihar.gov.in>) before the date and time specified in the NIT. The SHSB will not take any responsibility for the delay / Non-Submission of Tender / Non-Reconciliation of online Payment caused due to Non-availability of Internet Connection, Network Traffic/ Holidays or any other reason."
11. The bidders shall submit their eligibility and qualification details, certificates as mentioned in the tender document, in the online standard formats given in e-Procurement Portal (<https://eproc2.bihar.gov.in>) at the respective stage(s) only.
12. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids and other certificate /documents in the e-Procurement Portal (<https://eproc2.bihar.gov.in>).
13. The Bidding documents shall be submitted in the mode as mentioned below:

(1) Earnest Money Deposit (EMD)	Online Mode/Offline Mode
(2) Technical Bid	Online (Cover-Technical Stage)
(3) Financial Bid	Online (Cover-Cost Bid Stage)

14. The technical bids will be opened (in e-mode/online) on the date **14/05/2025 (Wednesday) at 1:00 PM**. In the event of the above-mentioned day being declared a holiday/closed day for the State Health Society, Bihar (SHSB), the bids will be opened on the next working day at the scheduled time.
15. The bids must be uploaded (e-mode/online) at the e-Procurement Portal (<https://eproc2.bihar.gov.in>).
16. All prospective bidders may attend the Pre-Bid meeting. The venue, date and time are indicated in Schedule of Events as in **Clause-5** above.
17. SHSB reserves the right to accept or reject any or all tender or change the terms and conditions of NIT or cancel the NIT without assigning any reasons at any stage and time.
18. For further enquiry and information, please contact the following officers during office hours 10:00 AM to 5:00 PM to-  
 (i) Shri Rajesh Kumar (B.A.S.), Administrative Officer (AO), Contact No. 8544402054 / 0612-2280935  
 (ii) Dr. B.K. Mishra, State TB officer, State Health Society, Mob. No. :- 7759860705
19. Further notifications /corrigendum/addendum, if any shall be posted on e-Procurement Portal (<https://eproc2.bihar.gov.in>)

**Disclaimer:** Please note, in the "Estimated value box" on the e-Procurement Portal (<https://eproc2.bihar.gov.in>), "Zero" has been mentioned, by State Health Society, Bihar (SHSB). The actual value of the project depends on the L1 rate decided by this tender and therefore due to this, it has been mentioned "Zero". The bidders will be required to quote the bids based on the requirements read with scope of work and the terms and conditions mentioned in the tender document.

  
 Executive Director  
 State Health Society, Bihar



## SECTION- II

### INSTRUCTIONS TO BIDDER (ITB)

#### 1. General instructions:

- 1.1 The bidder should prepare and submit its offer as per instructions given in this section.
- 1.2 Instructions/ Guidelines for tenders for electronic submission of bids online have been mentioned below for assisting the prospective bidders to participate in e-tendering.
  - 1.2.1 **Registration of Bidders:** To participate in the e-tendering process, the bidder/agency are required to get themselves registered with Bihar Government Centralized e-Procurement portal at <https://eproc2.bihar.gov.in>. For assistance with registration or any technical support, bidders may contact the helpdesk at the following address, "Mjunction Services Limited, RJ Complex, 2nd Floor, Canara Bank Campus, Khajipura, Ashiana Road, P.S. - Shastri Nagar, Patna 800 014, Bihar, e-mail id: [eproc2support@bihar.gov.in](mailto:eproc2support@bihar.gov.in), Toll Free Number- 18005726571 (Working Hours: 8AM to 7PM, All days in week except Sunday and few selected state holidays)".
  - 1.2.2 **Digital Signature Certificate (DSC):** Each bidder is required to obtain a class-II or Class-III Digital Signature Certificate (DSC).
  - 1.2.3 The bidder can search & download NIT & Tender Documents electronically from computer once he logs on to the e-Procurement portal <https://eproc2.bihar.gov.in> using the Digital Signature Certificate. This is the only mode of submission of Tender Documents.
  - 1.2.4 **Submission of bids:** Bids are to be submitted through online mode to the e-Procurement Portal <https://eproc2.bihar.gov.in> at a time for following activities – one while uploading documents for submission of technical bid & the other at the time of submission of Financial bid before the prescribed date & time as mentioned in **Clause 5** in Notice Inviting Tender (NIT) using the Digital Signature Certificate (DSC). The documents will get encrypted (transformed into non-readable formats).
  - 1.2.5 Before preparing and submitting the tender to the SHSB, the bidders must thoroughly read and carefully examine all the terms and conditions, instructions, checklist and other requirements outlined in the Tender Document. Failure to provide any required information or to comply with the instructions and requirement specified in the Tender Documents may result in rejection of tender(s) submitted by bidders.
  - 1.2.6 The bidder/agency must quote for every line item in the Financial Bid Format. Failure to quote for any line item in the Financial Bid format will result in the disqualification of the proposal.
  - 1.2.7 The bidder/agency must quote the price considering all the factors as mentioned in the tender document. The quoted price must also account for all additional charges and applicable taxes and duties, **excluding Goods and Services Tax (GST)**. GST if applicable, will be paid by the State Health Society, Bihar (SHSB) or the authority decided by the SHSB as per the prevailing rates and regulations. The price shall be quoted in the online mode only. Please refer "**Annexure-12**" for information regarding Financial Bid.
  - 1.2.8 The bid, comprising both technical and financial components, along with the Earnest Money Deposit (EMD), must be submitted on or before the timeline specified in **Clause-5 of the Notice Inviting Tender (NIT)**.

#### 2. Inspection of Site

The interested bidder may inspect the locations in the state where the services are to be rendered from 10.00 AM TO 5.00 PM on all working days, till the last date of bid submission as given in the tender schedule. The State Health Society Bihar (SHSB) shall not be liable for any expenditure incurred in such inspection or in the preparation of the bid(s).



**3. Tendering Expense**

The bidder shall bear all costs and expenses incurred or to be incurred in connection with the preparation, mailing, submission, and processing of its tender. The State Health Society, Bihar (SHSB) shall not, under any circumstances, be responsible or liable for any such costs or expenses, irrespective of the conduct or outcome of the tendering process.

**4. Language of the tender**

The tender submitted by the bidder and documents relating to the tender shall be written in the English language. However, the language of any printed literature furnished by the bidder in connection with its tender may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the tender, the English translation shall prevail.

However, if the language of any of the printed document(s) submitted by the bidder is/are in "Hindi" language, then there is no need for providing an English translation of the same document, for interpretation.

**5. Amendments to Tender Documents**

5.1 At any time prior to the deadline for submission of tenders, the SHSB may, for any reason deemed fit by it, modify the Tender Documents by issuing suitable amendment(s) to it.

5.2 Such an amendment will be notified on e-Procurement portal <https://eproc2.bihar.gov.in> and the same shall be binding to all prospective Bidders.

5.3 Any bidder who has downloaded the tender document should watch for amendment, if any, issued on the above e-Procurement portal <https://eproc2.bihar.gov.in> and the SHSB will not issue separate communication to them. The SHSB shall not be responsible in any manner if prospective bidders miss any notifications placed on e-Procurement portal <https://eproc2.bihar.gov.in>.

**6. Pre-Bid Meeting**

6.1 In order to provide a response to any doubt regarding terms and conditions, scope of work and any other matter given in the tender document, a pre-bid meeting has been scheduled to be held in the office of SHSB as per details given hereunder:

<b>Date &amp; Time:</b>	<b>29/04/2025 (Tuesday) at 11:00 AM</b>
<b>Venue:</b>	Conference Hall, State Health Society, Bihar, 4 <sup>th</sup> Floor, Swasthya Bhawan, Sheikhpura, Patna
<b>Contact person:</b>	I. Shri Rajesh Kumar (B.A.S.), Administrative Officer (AO), Contact No. 8544402054 / 0612-2280935, e-Mail ID: <a href="mailto:ao_shsb@yahoo.com">ao_shsb@yahoo.com</a> II. Dr. B.K. Mishra, State TB officer, State Health Society, Email: <a href="mailto:stcbl@rntcp.org">stcbl@rntcp.org</a> , Mob. No.:- 7759860705

6.2 During the pre-bid meeting, the clarification sought by representatives of prospective bidders shall be responded appropriately. However, bidders will be required to submit their queries in writing by the close of office hours on the next working day. The State Health Society, Bihar (SHSB) will provide written responses to these queries on the e-Procurement portal <https://eproc2.bihar.gov.in> without disclosing the source of the queries. If necessary, amendments in accordance with Section II, Clause 5 will be issued, and such amendments shall be binding on all prospective bidders. Once a query has been addressed and clarified, it shall be considered final and closed for further discussion.

**7. Clarifications to Tender Documents**

7.1 A prospective bidder seeking any clarification regarding the terms & conditions, technical specifications, or any other details provided in the Tender Documents may submit a written request for clarifications to Sri Rajesh Kumar, B.A.S, Administrative Officer (AO), SHSB, Contact no. 8544402054, e-mail ID: [ao\\_shsb@yahoo.com](mailto:ao_shsb@yahoo.com), within 1 (one) day of date of pre-bid meeting. All correspondence with respect to this tender must be conducted exclusively through this email ID only.



- 7.2 In the event of the above-mentioned day being declared as a holiday/closed day for the State Health Society, Bihar (SHSB), the prospective bidders can submit written requests for clarifications, by 1800 hrs. on the next working day.
- 7.3 All the prospective bidders will be notified of response to clarifications only through e-Procurement portal <https://eproc2.bihar.gov.in>. Any bidder who has downloaded the tender document should watch for clarifications, if any, issued on the above-mentioned website and SHSB will not issue separate communication to them.
- 7.4 The SHSB shall not be responsible in any manner if a prospective bidder fails to notice any notifications placed on the e-Procurement Portal <https://eproc2.bihar.gov.in>.

## 8. Earnest Money Deposit (EMD)

- 8.1 The tender shall be accompanied by **Earnest Money Deposit (EMD)** of Rs. Rs. 50,00,000/- (Fifty Lakh Rupees only) transferred through e-Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/Debit Card) on the link mentioned in the e-procurement portal (<https://eproc2.bihar.gov.in>), or in the shape of Bank Guarantee (BG) from any Schedule Bank in favour of State Health Society, Bihar payable at Patna. No bidder is exempted from submitting the EMD as mentioned in the tender document. The Bank details are as under for EMD submission as Bank Guarantee (BG):

**Bank Name: IDBI Bank, Bank Account No.: 0065104000273749, IFSC Code: IBKL0000140**

- 8.2 The EMD in the form of Bank Guarantee (BG) shall be valid for 180 days from the date of due date of submission of Bids. Please refer "Annexure-8" for the format of Bank Guarantee for EMD submission.
- 8.3 It may be noted that no bidder is exempted from the deposit of EMD. Tenders submitted without EMD shall be summarily rejected, which shall be at the risk of the agency, avoiding any unwarranted litigation.
- 8.4 The EMD of unsuccessful bidder will be returned to them without any interest, after the conclusion of the resultant contract. The EMD of the successful bidder will be returned without any interest, after receipt of the Performance Security.
- 8.5 Earnest money is required to protect the SHSB against the risk of Bidder's conduct, which would warrant the forfeiture of the EMD.
- 8.6 The EMD/ Bid Security shall be forfeited by the SHSB hereunder or otherwise, under the following conditions:
- 8.6.1 If a bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
- 8.6.2 If a bidder withdraws its bid during the period of bid validity as specified in this RFP and as extended by the SHSB from time to time.
- 8.6.3 In the case of the selected bidder, if it fails within the specified time limit:
- a) to sign the contract and/or
  - b) to furnish the Performance Security (PS), before signing the contract agreement, within the period prescribed in the Letter of Intent (LoI)

## 9. Preparation of Tender

- 9.1 The Bidding documents shall be submitted in the mode as mentioned below: -

(1) Earnest Money Deposit (EMD)	Online Mode/Offline Mode
(2) Technical Bid	Online (Cover-Technical Stage)
(3) Financial Bid	Online (Cover-Cost Bid Stage)

- 9.2 Bidders are requested not to submit the hard copy of Financial Bid. In case the hard copy of financial bid is submitted the tender shall be straight away rejected. Also, uploading of the financial bid in prequalification bid or technical bid will result in rejection of the tender.

- 9.3 The tender shall be duly signed by the authorized person duly approved by the appropriate authority in



terms of Annexure-2, at the appropriate places as indicated in the tender documents and all other pages of the tender including printed literature, if any shall be initialed by the same person(s) signing the tender. The tender shall not contain any erasure or overwriting, except as necessary to correct any error made by the bidder and, if there is any such correction; the same shall be initialed by the person(s) signing the tender. The entire document being part of tender document should be page numbered. The Authorization Letter shall also be furnished along with the tender, as per Annexure-2.

- 9.4 A person signing (manually or digitally) the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other persons and if, on enquiry, it appears that the persons so signing had no authority to do so, the SHSB may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all cost and damages.
- 9.5 Rates are to be quoted in the financial Bid format in online mode only. The financial bid submitted in any other format will be treated as non-responsive. The bidder will be required to download the financial bid file from e-tendering portal and quote the prices in prescribed format before uploading it. The bidder shall quote the rates in all necessary formats. All blue areas of the financial bid sheet shall be filled by the bidder. The white areas of the financial bid shall not be modified/edited by the bidder. The bidder(s) shall not rename the financial bid files downloaded.
- 9.6 Following required evaluation criteria must be submitted through online mode on e-Procurement Portal <https://eproc2.bihar.gov.in> :
- 9.6.1 Technical Proposal Covering Letter, as per Annexure-1
  - 9.6.2 Authorization Letter for signing of proposal in favour of signatory to tender documents as per 'Annexure-2' for Sole Bidder, and in case of Consortium 'Annexure-2' and Annexure-3'.
  - 9.6.3 A duly notarized declaration (for not being blacklisted) from the bidder should be submitted in the format given in the "Annexure-6". *(Applicable for Sole Bidder or for Consortium shall mean each of the Partners including the Lead Partner)*
  - 9.6.4 Particulars of the bidder, as per Annexure-7
  - 9.6.5 Assignments of similar nature successfully completed, as per Annexure-10
  - 9.6.6 Self-attested copy of the establishment of the entity under Companies Act, 1956/2013, or Limited Liability Partnership Act 2008, or Partnership Act 1932, or Societies Registration Act 1860, or Indian Trust Act 1882, or Shops & Establishment Act. *(Applicable for Sole Bidder or for Consortium shall mean each of the Partners including the Lead Partner)*
  - 9.6.7 Self-attested copy of audited financial statement for the FY 2021-22, FY 2022-23 & FY 2023-24 i.e. Audited Balance Sheet, Audited Profit & Loss Account *(if the bidder is registered under Companies Act, Partnership Act, Limited Liability Partnership Act, or Shops & Establishment Act)*, Audited Income & Expenditure Account *(if the bidder is registered under Societies & Trust Act)* along with relevant notes on account. *(Applicable for Sole Bidder or for Consortium shall mean each of the Partners including the Lead Partner)*
  - 9.6.8 Turnover Certificate issued by the Chartered Accountant (must be mentioned Membership No., UDIN No. & Date) certifying the turnover related to training and capacity-building activities for which the bidder is submitting the turnover statement for the financial years (FY) 2021-22, 2022-23 and 2023-24. *(Applicable for Sole Bidder or for Consortium shall mean each of the Partners including the Lead Partner)*
  - 9.6.9 Self-attested copy of the Experience Certificate/Work Completion Certificate issued by the client along with the copy of the Work Order/Memorandum of Understanding (MoU)/Contract document evidencing the required experience, if the project has been completed. Or, Self-attested copy of Work Order/ Memorandum of Understanding (MoU)/Contract document evidencing the required experience, if project is ongoing or in progress as mentioned in eligibility criteria in Section-V.



- 9.6.10 Self-attested copy of the Income Tax Returns (ITR) acknowledgement for three assessment years (AY) i.e. 2022-23, 2023-24 and 2024-25, for bidders (Sole Bidder or for Consortium shall mean each of the Partners including the Lead Partner)
- 9.6.11 Self-attested copy PAN Card, certificate of registration of EPF, ESI and GST issued by the appropriate authority valid as on date of submission of tender documents. (Applicable for Sole Bidder or for Consortium shall mean each of the Partners including the Lead Partner)
- 9.6.12 Curriculum Vitae (CVs) of the personnel proposed for the project.
- 9.6.13 In the case of consortium, the partners shall have to mandatorily submit the following:
- a) Board resolutions for bidding entities for each partner(s) including lead partner in the consortium, as per format "Annexure-4".
  - b) "Memorandum of Understanding (MoU) - Consortium", as per format given in "Annexure-5".

## 10. Tender Submission

- 10.1 The State Health Society, Bihar (SHSB) will open the tenders at the date and time as indicated in **Clause 5 of the Notice Inviting Tender (NIT)**. In case the specified date of tender opening falls on / is subsequently declared a holiday or closed day for the State Health Society, Bihar (SHSB), the tenders will be opened in online mode, on the next working day.
- 10.2 Technical evaluation of the bid will be done on the basis of technical qualification criteria and documents mentioned (Technical Bid) in Mandatory Documents Link present in the e-Procurement Portal <https://eproc2.bihar.gov.in> failing which the bid will not be considered for technical evaluation.
- 10.3 The technical evaluation shall be done only on the basis of documents/papers submitted by the bidder on e-Procurement Portal <https://eproc2.bihar.gov.in>
- 10.4 The financial bids of bidders whose technical bids are found technically responsive and comply with the bid documents will only be considered for financial evaluation.
- 10.4.1 No bidder can place more than one bid in any form.
  - 10.4.2 The bidder has to give a single bid taking into consideration all the conditions as laid down in this tender document.
- 10.5 The date fixed for opening of financial bids, if subsequently declared as holiday by the SHSB, the revised date of schedule will be notified on the e-Procurement portal <https://eproc2.bihar.gov.in>. However, in the absence of such notification, the bids will be opened on the next working day, time and venue remaining unaltered.

## 11. Bid Validity

- 11.1 The submitted bids shall remain valid for a period of 180 days after the due date of submission of bids. Any tender valid for a shorter period shall be treated as nonresponsive and rejected.
- 11.2 In exceptional situations, the bidders may be requested by the Tender Inviting Authority (TIA) to extend the validity of their bids up to a specified period. Such request(s) and responses thereto shall be conveyed by e-mail/ e-procurement portal. The bidders who agree to extend the tender validity are to extend the same without any change or modification of their original tender are also required to extend the validity period of the EMD accordingly. A bidder, however, may not agree to extend its tender validity without forfeiting its EMD.



**SECTION- III****EVALUATION OF TENDERS****1. Scrutiny of Tenders**

The tenders will be scrutinized by the selection committee appointed by the SHSB to determine whether they are complete and meet the essential and important requirements, conditions and whether the bidder is eligible and qualified as per criteria laid down in the tender documents. The bids, which do not meet the aforesaid requirements, are liable to be treated as non-responsive and may be ignored. The decision of the SHSB as to whether the bidder is eligible and qualified or not and whether the bid is responsive or not shall be final and binding on the bidders. Financial bids of only those bidders, who qualify on technical bid, will be considered and opened.

**2. Infirmary/Non-Conformity**

The SHSB may waive minor infirmity and/or non-conformity in a tender, provided it does not constitute any material deviation. The decision of the SHSB as to whether the deviation is material or not, shall be final and binding on the bidders.

**3. Discrepancies in Prices**

3.1 If there is a discrepancy between the amount expressed in words and figures, the amount in words shall prevail.

3.2 If, as per the decision of the SHSB, there is any such arithmetical discrepancy in a tender, the same will be suitably conveyed to the bidder by speed post/e-mail. If the bidder does not agree to the observation of the SHSB, the tender is liable to be ignored.

**4. Bidder's capability to perform the Contract**

The SHSB, through the above process of tender scrutiny and evaluation will determine to its satisfaction whether the bidder, whose tender has been determined as the lowest evaluated responsive bidder, is eligible, qualified and capable in all respects to perform the contract satisfactorily. In such conditions, the decision of the SHSB shall be final and binding on the bidders.

**5. Contacting the State Health Society, Bihar (SHSB)**

5.1 From the time of submission of the tender to the time of awarding the contract, if a bidder needs to contact the SHSB for any reason relating to its tender, it should do so only in writing.

5.2 In case a bidder attempts to influence the SHSB, on the SHSB's decision on scrutiny, comparison & evaluation of tenders and awarding the contract, the tender of the bidder shall be liable for rejection, and it may also lead to forfeiture of EMD in addition to appropriate administrative and coercive actions being taken against that bidder, as deemed fit by the SHSB.

**6. Bid Clarification**

6.1 To facilitate evaluation of Proposals, the SHSB may, at its sole discretion, seek clarifications in writing from any bidder regarding its bid submitted. Such clarification(s) shall be provided within the time specified by the SHSB for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing. Notwithstanding anything contained in the NIT, the SHSB reserves the right not to take into consideration any such clarifications sought for evaluation of the Proposal.

6.2 At any point in time during the bidding process, if required by the SHSB, it is the bidders' responsibility to provide required evidence of their eligibility as per the terms of the NIT, to the satisfaction of the SHSB. If no response is received by SHSB within the given deadline, the tender shall be evaluated as per available information. The technical evaluation committee in the SHSB can verify the facts and figures quoted in the



proposal. The SHSB reserves the right to conduct detailed due diligence of the information provided by the bidders for qualification and financial evaluation.

## 7. Fraud and Corrupt Practices

- 7.1 The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained herein, the SHSB may reject an application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Selection Process.
- 7.2 Without prejudice to the rights of the SHSB hereinabove, if an Applicant is found by the SHSB to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, such Applicant shall not be eligible to participate in any tender or RFP issued by the SHSB during a period of 5 (Five) years from the date such Applicant is found by the SHSB to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- 7.3 For the purposes of this Clause, the following terms shall have the meaning hereinafter respectively assigned to them:
- (a) **"Corrupt practice"** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Selection Process (for avoidance of doubt, offering of employment to, or employing, or engaging in any manner whatsoever, directly or indirectly, any official of the SHSB who is or has been associated in any manner, directly or indirectly, with the Selection Process.
  - (b) **"Fraudulent practice"** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Selection Process.
  - (c) **"Coercive practice"** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Selection Process.
  - (d) **"Undesirable practice"** means (i) establishing contact with any person connected with or employed or engaged by the SHSB with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest, and
  - (e) **"Restrictive practice"** means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

## 8. Award of Contract

- 8.1 The SHSB reserves the right to reject any tender(s) without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder(s).
- 8.2 The final selection of the bidder/agency shall be as per the Least Cost Selection (LCS) method, and the contract will be awarded to the bidder/agency whose financial bid is the lowest (L1), subject to all the conditions as laid down in the tender document, provided the bidder meets the eligibility criteria as per Section V.
- 8.3 The Financial Bids will only be opened for those bidders/agencies who are deemed technically qualified and meet the eligibility criteria based on the technical evaluation, and the bidder offering the lowest cost (L1) for items (i.e. 'Name and form of Training' for the respective training programs) will be awarded the contract agreement for their respective items, in accordance with the Least Cost Selection (LCS) method.



- 8.4 The Project Appraisal Committee (PAC), constituted by the State Health Society, Bihar (SHSB), shall evaluate the financial bids submitted by the technically qualified bidders to determine the Lowest Financial Bidder (L1). During this process, if the PAC, in its reasonable discretion, finds that the L1 bid is abnormally low or appears to be unworkable, or non-serious bidding to vitiate the bidding process (hereinafter referred to as "abnormally low or non-genuine"), the PAC shall reserve the right to reject such a bid and proceed with the bid evaluation process, or take any other decision deemed appropriate in the interest of the project. The decision of the PAC in this regard shall be final and binding on all bidders.
- 8.5 In case, the L1 bidder denies/fails to honour the contract/Letter of Intent (LoI), the SHSB shall be at freedom to negotiate with L2, L3... (in this order) responsive bidders with their consent to enter into an agreement with the SHSB, to provide the services at L1 rate and for said denial/failure if any, the EMD of the concerned selected bidder (L1 bidder) will be forfeited and his LoI shall be cancelled.
- 8.6 In case, during the currency of the contract if L1 bidder fails or shows unwillingness to provide the services, the SHSB reserves the right to negotiate with the next L2, L3, ... to sign the contract at L1 price with same terms and conditions of the contract to get the uninterrupted service.
- 8.7 The State Health Society, Bihar (SHSB), reserves the right, at its sole and absolute discretion, to select one or more additional technically qualified bidder(s), in addition to the L1 bidder, for the award of the contract at the rate quoted by the L1 bidder. Such selection shall be subject to the written acceptance of the L1 rate by the respective bidder(s). SHSB further reserves the exclusive right to allocate one or more Administrative Divisions/Districts of Bihar for the project to any of the selected bidder(s), and such allocation shall be final, conclusive, and binding on all bidders. No representation, objection, or claim whatsoever shall be entertained by SHSB in relation to such allocation or selection. Please refer to the 'Annexure-11' for the administrative divisions and district of Bihar.
- 8.8 The SHSB will notify the successful bidder(s) in writing by issuing a Letter of Intent (LoI), that its tender has been accepted, briefly indicating there in the essential details like description of services and corresponding rates accepted, subject to the terms of contract agreement to be signed between the parties "floated from th's NIT" having the terms and conditions etc., therein.
- 8.9 The bidder shall give his acceptance within 7 days of issue of the Letter of Intent (LoI).
- 8.10 The SHSB reserves the right at the time of Contract award and/or during validity of contract, to increase or decrease the scope of services without any change in unit price or other terms and conditions.
- 8.11 The successful bidder is required to submit to the SHSB the necessary Performance Security (PS) before entering into the contract/signing the contract document/agreement without exceptions. Failure to do so will result in the forfeiture of the EMD, and the award will be revoked with suitable measures taken against the bidder as appropriate. Relevant information about the performance security is provided in Section VI, Para 11.
- 8.12 The contract agreement between the State Health Society, Bihar and the selected service provider will be required to be signed within 21 days of the issue of the Letter of Intent (LoI). The stamp duty and registration charges, if any, payable on the Agreement will be borne by the selected service provider.



## SECTION- IV

### SCOPE OF WORK (SoW)

1. The bidder/agency shall be responsible for conducting multiple public health training programs in alignment with the Government of India's Ministry of Health & Family Welfare (MOHFW) guidelines and state requirement. These training programs will enhance the capacity of health professionals and frontline workers in key public health domains, including RMNCH+A, Non-Communicable Diseases (NCD), National Vector Borne Disease Control Program (NVDCP), Supply Chain Logistics, Digital health platforms (e.g., HMIS, RCH Portal, e-Sanjeevani), Emergency and referral protocols, Community mobilization and IEC/BCC.
2. The bidder/agency shall be responsible for providing training, and capacity building to enhance the knowledge, skills, and competencies of frontline workers including Community Health Officers (CHOs), Staff Nurse, Auxiliary Nurse Midwives (ANMs), Accredited Social Health Activists (ASHAs) Workers and ASHA Facilitators. This initiative aims to strengthen the healthcare delivery system by enhancing the skills and knowledge of frontline workers and ensuring effective implementation of public health programs.
3. The detailed training requirement for each cadre are provided in 'Annexure-12'.
4. The agency shall be responsible for the deployment and management of qualified and competent trainers as per the eligibility criteria outlined in this tender document. The agency must ensure timely disbursement of honorarium to the trainers in accordance with NHM norms and the details specified in 'Annexure-12'.
5. The financial engagement shall adhere strictly to the NHM-approved per-batch cost limits for honorarium. No additional costs beyond the approved norms specified in the **Record of Proceedings (RoP) 2025-26** will be admissible under any circumstances. The agency shall be paid as per the rate discovered and agreed upon through this tender process. All the payment will be made subject to the approval under NHM PIP for the corresponding year.
6. The agency shall conduct training sessions across multiple locations, including state, division, district, and block levels, covering various public health thematic areas.
7. The following are the objectives of the training:
  - (i) Enhance knowledge, skills, and attitude of CHOs, ANMs, Staff Nurses, ASHA Workers, and ASHA Facilitators.
  - (ii) Improve quality of care and service delivery through competency-based training.
  - (iii) Ensure alignment of training content with NHM and Government of India public health priorities.
  - (iv) Institutionalize standardized and scalable training mechanisms across the state.
8. The selected agency shall be responsible for end-to-end execution of the training initiative, which includes the following components:
  - 8.1 **Training Planning & Scheduling**
    - (i) Coordinate with SHSB and district health officials to develop a detailed batch-wise training calendar.
    - (ii) Ensure trainings are conducted as per the physical targets defined in the ROP 2025-26 and subsequent financial years for each cadre and program.
  - 8.2 **Training Design**
    - (i) Design training specific to each cadre, in line with National/State guidelines (MoHFW, NHM, RCH, NVDCP, RMNCH+A, etc.)
    - (ii) Training material should include:
      - a) Participant manuals
      - b) Trainer handbooks
      - c) Visual aids and job aids
      - d) Interactive content (case studies, role plays, videos)
      - e) Pre- and post-assessment tools
    - (iii) Translate training materials into Hindi and/or local dialects for accessibility.



### **Board Resolutions for Bidding Entities**

*(Format for partners in a consortium (including lead partner))*

"Resolved that approval of the Board be and is hereby granted to join the consortium with M/s \_\_\_\_\_ *<Mention the registered name and address of the 1<sup>st</sup> partner M/s \_\_\_\_\_ <Mention the registered name and address of the 2<sup>nd</sup> partner>, and M/s \_\_\_\_\_ <Mention the registered name and address of the 3<sup>rd</sup> partner>* for joint submission of bids to State Health Society, Bihar (SHSB) for "Conducting Public Health Training for CHO (Community Health Officers), Staff Nurse, ANM (Auxiliary Nurse Midwives), ASHA (Accredited Social Health Activists) Workers, and ASHA Facilitator under NHM in the state of Bihar", called the "Project".

"Resolved further that the "draft "Memorandum of Understanding", to be entered into with the consortium partners (a copy thereof duly initialed by the chairman is tabled in the meeting) be and is hereby approved."

"Resolved further that Mr./Ms. \_\_\_\_\_ *<Mention the name of the person>*, \_\_\_\_\_ *<Designation>* be and is hereby authorized to enter into a "Memorandum of Understanding", on behalf of the firm, with the consortium partners as mentioned above and to sign the bidding documents and execute a Power of Attorney(PoA) in favour of the firm M/s \_\_\_\_\_ *<Mention the registered name and address of the 1<sup>st</sup> partner>* as Lead partner."



## ANNEXURE-5

**"Memorandum of Understanding (MoU) - Consortium"***(On Non – judicial stamp paper of Rs. 1000/- duly attested by notary public)*

THIS Memorandum of Understanding (MoU) is entered into on this the ..... day of ..... 20...

## AMONGST

1. {....., a Company/LLP/Partnership Firm/Society/Trust/Proprietorship Firm incorporated/registered under the .....} and having its registered office at ..... (hereinafter referred to as the "**First Party and Lead Partner**") which expression shall, unless repugnant to the context include its successors and permitted assigns)
2. {....., a Company/LLP/Partnership Firm/Society/Trust/Proprietorship Firm incorporated/registered under the .....} and having its registered office at ..... (hereinafter referred to as the "**Second Party**") which expression shall, unless repugnant to the context include its successors and permitted assigns)

## AND

3. {....., a Company/LLP/Partnership Firm/Society/Trust/Proprietorship Firm incorporated/registered under the .....} and having its registered office at ..... (hereinafter referred to as the "**Third Party**") which expression shall, unless repugnant to the context include its successors and permitted assigns)

The above-mentioned parties of the **FIRST, SECOND and THIRD** are collectively referred to as the "Parties" and each is individually referred to as a "Party".

## WHEREAS,

- (A) State Health Society, Bihar (SHSB), Patna (hereinafter referred to as the "Procurer" which expression shall, unless repugnant to the context or meaning thereof, include its administrators, successors and assigns) has invited bids (the "Bids") by its Request for Proposal No. .... dated ..... (the "RFP") for "Selection of agency for Conducting Public Health Training for CHO (Community Health Officers), Staff Nurse, ANM (Auxiliary Nurse Midwives), ASHA (Accredited Social Health Activists) Workers, and ASHA Facilitator under NHM in the state of Bihar".
- (B) The Parties are interested in jointly bidding for the Project(s) as members of a Consortium and in accordance with the terms and conditions of the RFP and other Bidding Documents in respect of the Project(s), and
- (C) It is a necessary condition under the RFP that the members of the Consortium shall enter into a Memorandum of Understanding (MoU) and furnish a copy thereof with the Bid.

NOW IT IS HEREBY AGREED as follows:

**1. Definitions and Interpretations**

In this Agreement, the capitalized terms shall, unless the context otherwise requires, have the meaning ascribed thereto under the RFP.

**2. Consortium**

- 1.1 The Parties do hereby irrevocably constitute a consortium (the "Consortium") for the purposes of jointly participating in the Bidding Process for the Project(s).
- 1.2 The Parties hereby undertake to participate in the Bidding Process only through this Consortium and not individually and/ or through any other consortium constituted for this Project(s), either directly or indirectly or through any of their Associates.