



Foundation for Innovative New Diagnostics (FIND)

REQUEST FOR PROPOSAL (RFP)

FIND/RFP/PARTNER AGENCY/15/2024

Hiring of partner agency for managing for recruitment of project team, capacity building, recruitment, data collection and reporting, review meeting, supervision and monitoring, coordination and financial reporting in Meghalaya, India.

RFP No.:	FIND/RFP/PARTNER AGENCY/15/2024
Issuance Date	October 25, 2024
Last Date and Time for receipt of request for clarifications/ queries	October 30, 2024; 05:00 pm IST Email ID: - procurement.in@finddx.org
Clarification on queries/ Amendment	November 03, 2024: 05:00pm IST
Last Date, Time for receipt of Bids	November 11, 2024; 03:00pm IST through E-mail (password protected)
Bid opening Date, Time	November 11, 2024; 03:15 pm IST (online mode)

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Section 1. Letter of Invitation

Country:	INDIA
RFP No.:	FIND/RFP/PARTNER AGENCY/15/2024
Nature of Services Required:	Manpower hiring, capacity building, community engagement, data collection, review, supervision, coordination and financial reporting

Dear Sir/Madam,

FIND, a non-profit organization dedicated to diagnostics, seeks to ensure equitable access to reliable diagnosis around the world, and to spur diagnostic innovation and make testing an integral part of sustainable, resilient health systems. Our vision is a world where diagnosis guides the way to health for all people. With priorities aligned to those of the global public health community, we turn complex diagnostic challenges into simple solutions through unique partnerships with the public, private, and non-profit sectors. Our work bridges Research and Development (R&D) to Access—we have deep technical and practical experience in needs assessments, development of fit-for-purpose products, evidence generation for regulators and policy makers through clinical trials and other studies, analysis of market dynamics, introduction of new products, capacity development to strengthen laboratory systems and manufacturing, and advocacy to expand access.

It is a key requirement of this Agreement that, in accordance with the Global Access requirements, any funded development will be accessible and affordable to people living in such resource-limited settings, and also that all results, data, and deliverables generated pursuant to this Agreement shall be made broadly and publicly available.

In consideration of the foregoing, the mutual representations, warranties and covenants contained in this Agreement and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereto hereby agree as follows.

1. FIND hereby invites proposals from eligible and qualified agencies for Recruitment of project team, Capacity Building, Data Collection and Reporting, Review Meeting, Supervision and Monitoring, Coordination, Financial reporting. More details on the services are provided in the Terms of Reference in this RFP document.
2. An Agency/Company/Firm/Consultant will be selected under the **Quality & Cost Based Selection (QCBS) method**, the evaluation procedure for which is described in sections of the RFP. The selection process, as described, will include a review and verification of qualifications and past performance, including a reference check, prior to the contract award.
3. The RFP includes the following documents:

Section 1 - Letter of Invitation

Section 2 - Information to Agency/Consultants (including Data Sheet)
Section 3 - Technical Proposal - Standard Forms
Section 4 - Financial Proposal - Standard Forms
Section 5 - Terms of Reference

4. Proposal must be delivered by email up to date and time defined on page no -1. The technical bids will be opened on the same day at 03:15pm IST Time.

At any time prior to the deadline for submission of proposal, FIND may, for any reason deemed fit by it, modify the RFP document by issuing suitable amendment(s) to it. Such an amendment will be notified on the FIND website (www.finddx.org) only. Any agency who has downloaded the RFP should check for amendments, if any, issued on the FIND website and FIND will not issue a separate communication to them. FIND shall not be responsible in any manner if the prospective bidders miss any notifications placed on the above website.

5. FIND will not accept any proposal which will be received after the stipulated date and time mentioned above in SI. No. 4.

Section 2: Instructions to Agency

1. Introduction

- 1.1 FIND will select a consulting firm/organization (the Agency/Consultant) in accordance with the method of selection specified in the Part II Data Sheet.
- 1.2 The name of the assignment/Job has been mentioned in Part II Data Sheet. Detailed scope of the assignment/ job has been described in the Terms of Reference in Section 5.
- 1.3 The date, time and address for submission of the proposals has been given in Part II Data Sheet.
- 1.4 The eligible agencies are invited to submit their Proposal for consulting Assignment/job named in the Part II Data Sheet. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Agency/Consultant.
- 1.5 Agency/Consultants should familiarize themselves with Local conditions and take them into account in preparing their Proposals.
- 1.6 FIND will provide at no cost to the Agency/Consultants the inputs and facilities specified in the Part II Data Sheet, assist the agency/Consultants in obtaining licenses and permits needed to carry out the Assignment/job, and make available relevant project data and reports.
- 1.7 Agency/Consultants shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. FIND is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Agency/Consultants.

2. Clarification and Amendment of RFP Documents

- 2.1 Agency/Consultants may request a clarification on any clause of the RFP documents up to the number of days indicated in the Part II Data Sheet before the proposal submission date. Any request for clarification must be sent in writing, through Email indicated in the Part II Data Sheet. FIND will respond in writing, or by standard electronic means (email) and should the FIND deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure under para. 2.2 below.
- 2.2 At any time before the submission of Proposals, FIND may amend the RFP by issuing an addendum/amendment, such addendum/amendment will be notified on the FIND website (www.finddx.org) only. To give Agency/Consultants reasonable time in which to take an addendum/amendment into account in their Proposals FIND may, if the addendum/amendment is substantial, extend the deadline for the submission of Proposals.

3. Proposal Validity

The Part II Data Sheet to agency/Consultant indicates how long agency's/Agency/Consultants' Proposals must remain valid after the submission

date. During this period, agency/Consultants shall maintain the availability of Professional staff nominated in the Proposal and also the financial proposal unchanged. FIND will make its best effort to complete negotiations within this period. Should the need arise, however, FIND may request Agency/Consultants to extend the validity period of their proposals. Agency /Consultants who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal and their financial proposal remain unchanged, or in their confirmation of extension of validity of the Proposal, Agency/Consultants could submit new staff in replacement, who would be considered in the final evaluation for contract award. Agency/Consultants who do not agree have the right to refuse to extend the validity of their Proposals, under such circumstance FIND shall not consider such proposal for further evaluation.

4. Qualifications of the Bidder

The bidder should submit the following documents pertaining to its agency for pre-qualification:

- 4.1 The agency must have a minimum of 3 years of experience in recruitment, selection, payroll, compliance, as well as a presence in Meghalaya, and the agency having prior experience of working on Hepatitis-related projects would be given preference. Relevant documents, such as copies of purchase orders, NOAs, contracts, or letters of satisfactory work completion, should be submitted as evidence.
- 4.2 Financial capacity - Minimum consolidated turnover in the last 2 years should not be less than INR 50 Lakh. (Submit certified balance sheet for the last two years 2021-22 and 2022-23)
- 4.3 In case of a NGO, the organization should have a valid FCRA license (Submit company/agency registration certificate and FCRA certificate)
- 4.4 Dedicated team with qualified HR professionals with experience working with international organizations (submit relevant CVs of key members)
- 4.5 The agency should have web-based HR/related software to manage HR activities (provide link / PPT / manual)
- 4.6 The agency should have experience in monitoring and evaluation
- 4.7 Previous experience working for non-profit organizations in India would be an added advantage (copy of PO/NOA/contract/letter of satisfactory work completion)

5. Preparation of Proposal

- 5.1 The Proposal as well as all related correspondence exchanged by the Agency/Consultants and the FIND, shall be written in English language, unless specified otherwise.
- 5.2 In preparing their Proposal, agency/Consultants are expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested may result in rejection of a Proposal.
- 5.3 While preparing the Technical Proposal, Agency/Consultants must give particular attention to the following:

- (a) The estimated number of Professional staff-months for the Assignment/job is as shown in the Part II Data sheet. However, the Proposal shall be based on the number of Professional staff-months or budget estimated by the Agency/Consultants. While making the proposal, the agency/Consultant must ensure that he/she proposes the minimum number and type of experts as sought by the FIND, failing which the proposal shall be considered as non-responsive.
- (b) Alternative professional staff shall not be proposed, and only one curriculum vita (CV) may be submitted for each position mentioned.

5.4 Depending on the nature of the Assignment/job, agency/Consultants are required to submit a Technical Proposal (TP) in forms provided in Section-III. The Part II Data sheet in Section- II indicates the formats of the Technical Proposal to be submitted. Submission of the Technical Proposal in incorrect format will result in the Proposal being deemed non- responsive. The Technical Proposal shall provide the information indicated in the following paras from (a) to (d) using the attached Standard Forms (Section 3).

- (a) Form Tech – I in Section-III is a sample letter of technical proposal which is to be submitted along with the technical proposal.
- (b) A description of the approach, methodology and work plan for performing the Assignment/job covering the following subjects: technical approach and methodology, work plan, and organization and staffing schedule. The work plan should be consistent with the Work Schedule (Form TECH-3 of Section 3) which will show in the form of a bar chart the timing proposed for each activity.
- (c) CVs of the Professional staff as mentioned in para 4.3 (b) above signed by the staff themselves or by the authorized representative of the Professional Staff (Form TECH-4 of Section 3).
- (d) A detailed description of the proposed methodology and staffing for training needs to be given, if the Part II Data Sheet specifies training as a specific component of the Assignment/job.

5.5 The Technical Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non-responsive.

5.6 Financial Proposals: The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall list all costs associated with the Assignment/job, including (a) remuneration for staff and (b) reimbursable expenses indicated in the Part II Data sheet. If appropriate, these costs should be broken down by activity and, if appropriate, into foreign (if applicable) and domestic expenditures. The financial proposal shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

6. Taxes

The agency/Consultant shall fully familiarize themselves about the applicable to Domestic taxes on amounts payable by the FIND under the Contract. All such taxes must be included by the agency/Consultant in the financial proposal.

7. **Currency**

Agency/Consultants shall express the price of their Assignment/job in Indian Rs (INR).

8. **Submission, Receipt, and Opening of Proposal**

- 8.1 The original proposal, both technical and Financial Proposals shall contain no interlineations or overwriting, except as necessary to correct errors made by the Agency/Consultants themselves. The person who signed the proposal must initial such corrections. Submission letters for both Technical and Financial Proposals should respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section 4.
- 8.2 An authorized representative of the Agency/Consultants shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign.
- 8.3 The password protected technical proposal and financial proposal shall be send with one email (separate password to be allocated to both technical and financial proposal), clearly marked Technical and Financial proposal and also mention name of Assignment/job at Subject line. This mail shall bear name of assignment and reference number if any. **If the Financial Proposal is not submitted in a separate file as indicated above, this will constitute grounds for declaring the Proposal non-responsive.**
- 8.4 The Proposals must be sent to FIND no later than the time and the date indicated in the Data sheet, or any extension to this date in accordance with para 2.2 above. Any proposal received by the FIND after the deadline for submission shall **NOT** be considered.

9. **Proposal Evaluation**

- 9.1 From the time the proposals are opened to the time the contract is awarded, the Agency/Consultants should not contact the FIND on any matter related to its technical and/or financial proposal. Any effort by Agency/Consultants to influence the FIND in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Agency/Consultants' Proposal.
- 9.2 FIND has constituted an Agency/Consultant Selection Committee (CSC) which will carry out the entire evaluation process.
- 9.3 Evaluation of Technical Proposals: CSC while evaluating the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded, and the competent authority accepts the recommendation.
- 9.4 The CSC shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and by applying the evaluation criteria, sub-criteria specified in the Data sheet. In the first stage of evaluation, a Proposal shall be rejected if it is found deficient as per the requirement indicated in the Data sheet for responsiveness of the proposal. Only responsive proposals shall be further taken up for evaluation. Evaluation of the technical proposal will start first and at this stage the financial bid (proposal) will remain unopened. The qualification of the

agency/Consultant and the evaluation criteria for the technical proposal shall be as defined in the Data sheet.

9.5 Public opening & evaluation of the Financial Proposals:

Financial proposals of only those firms who are technically qualified shall be opened publicly on the date & time specified in the Data sheet, in the presence of the Agency/Consultants' representatives who choose to attend. The name of the Agency/Consultants, their technical score (if required) and their financial proposal shall be read aloud.

9.6 The CSC will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the former will prevail. In addition to the above corrections the items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

9.7 After opening of financial proposals, appropriate selection method shall be applied to determine the agency/Consultant who will be declared winner and be eligible for award of the contract. The methods of selections are described in the Data Sheet.

9.8 This selected agency/Consultant will then be invited for negotiations, if necessary.

10. Negotiations

10.1 Negotiations will be held at the date, time and address intimated to the qualified and selected bidder. The invited Agency/Consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Representatives conducting negotiations on behalf of the Agency/Consultant must have written authority to negotiate and conclude a Contract.

10.2 Technical negotiations: Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, and organization and staffing, and any suggestions made by the Agency/Consultant to improve the Terms of Reference. The Client and the Agency/Consultants will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as "Description of Assignment/job". Special attention will be paid to clearly defining the inputs and facilities required from the client to ensure satisfactory implementation of the Assignment/job.

10.3 Financial negotiations: After the technical negotiations are over, financial negotiations should be carried out in order to reflect any change in financials due to change in scope of work or due to clarification on any aspect of the technical proposal during the technical negotiations. Under no circumstance, the financial negotiation shall result in to increase in the price originally quoted by the agency/Consultant. Unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff nor other proposed unit rates.

10.4 Availability of Professional staff/experts: Having selected the Agency/Consultant on the basis of, among other things, an evaluation of proposed Professional staff, the

Client expects to negotiate a Contract on the basis of the Professional staff named in the Proposal. Before contract negotiations, the Client will require assurances that the Professional staff will be actually available. The Client will not consider substitutions during contract negotiations unless both.

- 10.5 Parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity or if the professional staff has left the organization. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Agency/Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and be submitted by the Agency/Consultant within the period of time specified in the letter of invitation to negotiate.

Conclusion of the negotiations: Negotiations will conclude with a review of the draft Contract. To complete negotiations the Client and the Agency/Consultant will initial the agreed Contract.

11. Award of Contract

- 11.1 After completing negotiations, the Client shall issue a Letter of Intent to the selected Agency/Consultant.
- 11.2 The agency/Consultants will sign the contract after fulfilling all the formalities/pre-conditions.
- 11.3 The Agency/Consultant is expected to commence the Assignment/job on the date and at the location specified in the Part II Data Sheet.

12. Confidentiality

Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Agency/Consultants who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Agency/Consultant of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Employer's antifraud and corruption policy.

13. Payment:

- 13.1 The payment shall be made on quarterly basis against the invoice raised by the agency on submission of the quarterly progress reports. The payment shall be made subject to the deduction of applicable taxes. The payment shall be released by FIND office.
- 13.2 No advance disbursement shall be made to the selected agency/consultants in any case.

Part II: Data sheet

Clause No. of Data Sheet	Ref of instruction to Agency	Particulars
1	1.2	<p>Name of the Employer- Foundation for innovative New Diagnostic</p> <p>Name of the Assignment/job is: Hiring of Partner Agency for Manpower hiring, Capacity Building, Data collection, Review, Supervision, Coordination and Financial Reporting in Meghalaya, India</p>
2	8	<p>Date & time for submission of proposal/ bid: Date November 11, 2024 Time 3:00pm IST time</p>
3	1	<p>FIND's representative is Dr. Kanudeep Kaur E-mail: procurement.in@finddx.org</p>
4	3	<p>Proposals must remain valid for 90 days</p>
5	2.1	<p>Clarifications may be requested not later than October 30, 2024 at 05:00pm IST time E-mail: procurement.in@finddx.org</p>
6	8	<p>The formats of the Technical Proposal to be submitted are: Form Tech 1: Letter of Proposal submission Form Tech 2 : Agency/Consultant's organization & experience Form Tech 3 : Approach & methodology Form Tech 4 : Curriculum vitae</p>
7	7	<p>Agency to state the cost in Indian INR only</p>
8	8.3	<p>Agency must submit the password protected Technical and Financial (separate passwords to be allocated to both technical and financial proposal)</p>
9	9.1	<p>Technical evaluation criteria:</p> <ol style="list-style-type: none"> 1. From the time the Proposals are open to the time the contract is awarded, the agencies should not contact FIND on any matter related to its technical and/or financial proposal. Any effort by agencies to influence FIND in the examination, evaluation, ranking of proposals, and recommendation for award of contract may result in the rejection of the agencies' proposal.

2. FIND will constitute a Selection Committee (SC) which will carry out the entire evaluation process. The FIND evaluation panel will assess the extent to which proposals submitted in response to this RFP meet the evaluation criteria below. The evaluations are divided into technical and cost factors. These factors will be evaluated relative to each other as described herein.
3. Committee while evaluating the technical proposals shall have no access to the financial proposals until the technical evaluation is concluded, and the competent authority accepts the recommendation. In assessing each proposal, FIND will allocate greater importance to technical factors than to cost factors. A two-stage procedure will be utilized in evaluating the proposals, with evaluation of the technical proposal being completed (first pass) prior to any price proposal being considered; and cost evaluation is only undertaken for technical submissions that have been previously shortlisted based on the content of the technical proposal.
4. The score assigned to each proposal will be of guidance in determining which proposal would provide the greatest value to FIND.
5. The technical merit of proposals will be evaluated based on the following evaluation criteria and submission of documents or details as per criteria

	Scoring of Proposal: (Total 100 marks)	
Competence	Criterion	100 Mark
Company Experience	<p>The Agency must have been in existence for the last 3 years in the HR consulting field mainly in manpower hiring, capacity building, community engagement, data collection, review, supervision, coordination and financial reporting services preferably working with iNGOs working in public health. The service provider should submit statement of work experience with documentary evidence with details of Positions (level) handled.</p> <p><u>Organisation/agency experience</u></p> <ul style="list-style-type: none"> • Less than 3 years experience - 0 Marks 	40

			<ul style="list-style-type: none"> • 3-5 years' experience - 20 Marks • 5-7 years' experience - 30 Marks • More than 7 experience - 40 Marks 		
		Current Methodology/tools	<p>The service provider should submit in the proposal</p> <p>(i) the current online/offline tools used for Data collection & Reporting (10 marks)</p> <p>(ii) detailed workplan inclusive of the capacity building (10)</p> <p>(iii) detailed monitoring and supervisory plan (10)</p> <p>(iv) Online platforms/tools used in recruitments (10 marks)</p> <p>(v) without tools i.e. Excel Based (5 Marks)</p>	45	
		Resources	<p>The service provider must provide the team structure, including brief profiles of key personnel and Qualification, expertise and experience of designated person in rendering recruitment services. The key personnel must have experience and qualification as per TOR.</p>	15	
		<p>6. A minimum technical score of 75 out of a maximum of 100 is required to pass the technical evaluation. A proposal which fails to achieve the minimum technical threshold will not be considered for further evaluation.</p>			
10	9.5	<p>Cost Evaluation criteria:</p> <ol style="list-style-type: none"> 1. Financial proposals of only those agencies that are technically qualified shall be opened, after completion of technical evaluation. 2. Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the former will prevail. In addition to the above corrections the items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items. 3. After opening of financial proposals, appropriate selection method shall be applied to determine the 			

		<p>Agency who will be declared winner and be eligible for award of the contract. The cost proposal (second pass for shortlisted only) will be evaluated in terms of best value to FIND, price and other factors. The methods of selection are described in the following section. The selected Agency will then be invited for negotiations, if considered necessary.</p>
11		<p>Mode of Selection:</p> <ol style="list-style-type: none"> 1. Agency/Agencies that will secure minimum 75 and above marks will be considered as technically qualified for further financial evaluation and award of contract. 2. The technical quality of the proposal will be given a weightage of 80% and the method of evaluation of technical qualification will follow the procedure provided above. The price proposal of only those Agencies who qualify technically will be opened. The proposal with the lowest cost may be given a financial score of 100 and the other proposals given financial scores that are inversely proportionate to their prices. The financial proposal shall be allocated a weightage of 20%. For working out the combined score, FIND will use the following formula: Total points = $T(w) \times T(s) + F(w) \times LEC / EC$, where T(w) stands for weight of the technical score. T(s) stands for technical score F(w) stands for weight of the financial proposal EC stands for Evaluated Cost of the financial proposal LEC stands for Lowest Evaluated Cost of the financial proposal. <p>The proposals will be ranked in terms of total points scored. The proposal with the highest total points (H-1) will be considered for award of contract and will be called for negotiations, if required</p>

12		<p>Evaluation Criteria : Criteria, sub-criteria, for evaluation of Technical Proposals</p> <p>(i) Specific experience of the Agency/Consultants (that is, the firm's) relevant to the Assignment/job: Minimum three years' experience in manpower hiring, capacity building, community engagement, data collection, review, supervision, coordination and financial reporting, Submit relevant document i.e. Copy of contract/NOA/PO</p> <p>(ii) Adequacy of the proposed methodology and work plan in responding to the Terms of Reference: The methodology and work plan will be evaluated under the following sub criteria:</p> <p>a) Work plan - detailed</p> <p>b) Organization and staffing</p> <p>c) Organization policy related to Prevention of Sexual Harassment of Women at Workplace, and Grievance Redressal Mechanism.</p> <p>(iii) Key professional staff minimum qualifications and competence for the Assignment/job (in form TECH no-4)</p> <p>a) HR Manager: MBA/Masters or equivalent with minimum three years relevant experience in health sector</p> <p>b) Finance Specialist: Master's in finance or equivalent with minimum three years relevant experience in health sector</p> <p>(iv) Consortium partner not allowed for this project.</p> <p>(v) The agency should have an FCRA</p> <p>(vi) The agency should not be debarred / blacklisted by MOH&FW, Government of India, or any other Central Govt. Department or State Government as on the date of opening of bid (submit Notarized Affidavit for undertaking)</p>
13	8.7	<p>Method of Selection:</p> <p>The agency/Consultants who are found qualified under all the parameters of the eligibility criteria mentioned above will be considered technically qualified. Price bids of all these technically qualified firms will be opened.</p>
14	11.3	<p>Expected date for commencement of consulting Assignment/job [date:- December 1, 2024 at: [Meghalaya, India]</p>

Section 3: Technical Proposal – Standard Forms

FORM TECH-1

LETTER OF PROPOSAL SUBMISSION

[Location, Date]

To:

[Name and address of FIND]

Dear Sirs:

We, the undersigned, offer to provide the consulting Assignment/job for [Insert title of Assignment/job] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope.

We are submitting our Proposal in association with: [Insert a list with full name and address of each associated Agency/Consultant]

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in Paragraph 4 of the Part II Data Sheet, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

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

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

AGENCY/CONSULTANT'S ORGANIZATION AND EXPERIENCE

A - Agency/Consultant Organization

[Provide here a brief description of the background and organization of your firm/entity and each associate for this Assignment/job. The brief description should include ownership details, date and place of incorporation of the firm, objectives of the firm etc.]

B - Agency/Consultant Experience

[Using the format below, provide information on each Assignment/job for which your firm was legally contracted either individually as a corporate entity or as one of the major partners within an association, for carrying out consulting Assignment/job similar to the ones requested under this Assignment/job (if possible, the client shall specify exact assignment / job for which experience details may be submitted). In case of consortium, association of agency/Consultant, the agency/Consultant must furnish the following information for each of the consortium member separately]

1. Firm's name:

1	Assignment/job name:	
1.1	Description of Project	
1.2	Approx. value of the contract (in Rupees):	
1.3	Country:	
1.4	Location within country:	
1.5	Duration of Assignment/job (months) :	
1.6	Name of Employer:	
1.7	Address:	
1.8	Total No of staff-months of the Assignment/job:	
1.9	Approx. value of the Assignment/job provided by your firm under the contract (in Rupees):	
1.10	Start date (month/year):	

1.11	Completion date (month/year):	
1.12	Name of associated Agency/Consultants, if any:	
1.13	No of professional staff-months provided by associated Agency/Consultants	
1.14	Name of senior professional staff of your firm involved and functions performed	
1.15	Description of actual Assignment/job provided by your staff within the Assignment/job:	

Note: Please provide documentary evidence from the client i.e. copy of work order, contract for each of above mentioned assignment. The experience shall not be considered for evaluation if such requisite support documents are not provided with the proposal.

DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT/JOB

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

- a) Technical Approach and Methodology,
b) Work Plan, and
c) Organization and Staffing,
- a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.
- b) Work Plan. The agency/Consultant should propose and justify the main activities of the Assignment/job, their content and duration, phasing and interrelations, milestones (including interim approvals by the Employer), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here.
- c) Organization and Staffing. The agency/Consultant should propose and justify the structure and composition of your team. You should list the main disciplines of the Assignment/job, the key expert responsible, and proposed technical and support staff.]

FORM TECH-4

CURRICULUM VITAE (CV) FOR PROPOSED PROFESSIONAL STAFF

1. Proposed Position:
[For each position of key professional separate form Tech-6 will be prepared]:
2. Name of Firm:
[Insert name of firm proposing the staff]:
3. Name of Staff: [Insert full name]:
4. Date of Birth:
5. Nationality:
6. Education:
[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:
7. Membership of Professional Associations:
8. Other Training:
9. Countries of Work Experience:
[List countries where staff has worked in the last ten years]:
10. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:
11. Employment Record:
[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]: To Year]:

Employer:

Positions held:

- ## 12. Detailed Tasks Assigned

[List all tasks to be performed under this Assignment/job]

13. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

[Among the Assignment/jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks listed under point 12.]

Name of Assignment/job or project: Year:

Location:

Employer:

Main project features: Positions held: Activities performed:

14. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

Place:

[Signature of staff member or authorized representative of the staff]

[Full name of authorized representative]:

Section 4: Financial Proposal – Standard Forms

FORM FIN-1

FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To:

[Name and address of FIND]

Dear Sirs:

We, the undersigned, offer to provide the consulting Assignment/job for [Insert title of Assignment/job] in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our attached Financial Proposal is for the sum of [Insert amount(s) in words and figures¹]. This amount is inclusive of the Domestic taxes. We hereby confirm that the financial proposal is unconditional and we acknowledge that any condition attached to financial proposal shall result in reject of our financial proposal.

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. before the date indicated in Paragraph 4 of the Part II Data Sheet.

Commissions and gratuities paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address	Amount and Purpose of Commission	Gratuity
of Agents		

We understand you are not bound to accept any Proposal you
receive. Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of

Signatory: Name of Firm:

Address:

SUMMARY OF COSTS

S.No.	Particulars	Fee in INR	Tax	Total Amount incl. Taxes (INR)
1	Recruitment of project team: Onboard 1 field officer and 50 peer navigators as per the schedule (Phase 1- 30 ; Phase 2 -20)			
2	Capacity Building: Arrange the logistics support for the capacity-building activities for Peer Navigators. (1 induction and 1 refresher)			
3	Data Collection and Reporting: timely data collection in accordance with the NVHCP (National Viral Hepatitis Control Program) portal from all sites, following NVHCP and project guidelines.			
4	Review Meeting: logistics support for organizing quarterly review meeting			
5	Supervision and Monitoring: Regularly monitor field activities to ensure Peer Navigators are fulfilling their roles effectively and that project targets are met.			
6	Coordination: Meetings with MACS, SVHCP, and other local health authorities to align the project with ongoing government programs and initiatives.			

7	Financial reporting: Ensure all expenditures are aligned with the approved budget and provide financial reports to FIND on a monthly basis or as and when required.			
	Total -			

Event management includes Travel, Stay, honorarium, venue, Catering services for participants

Authorized Signature

Name:

Designation

..... Name of
firm:

Address:

.....

Section 5: Terms of Reference

Objective and Scope of Work

Background:

The purpose/Intent of Request for Proposal (RFP) is to hire a partner agency in Meghalaya, India. The agency will be responsible for Manpower hiring, Capacity Building, Data collection, Review, Supervision, Coordination and Financial Reporting), and other HR and operations of the project.

Hepatitis B and C (HBV & HCV) continue to be significant global health issues, impacting millions across the world, especially vulnerable populations like People Who Inject Drugs (PWIDs). Achieving micro-elimination of Hepatitis B and C within specific target groups is a vital step towards the larger goal of elimination. The HEP-CARE initiative seeks to support these efforts by introducing innovative testing, linkage, and treatment approaches for PWIDs in Meghalaya, India.

Program Brief: The **HEP-CARE** program will focus on micro-elimination efforts by leveraging existing government programs for Hepatitis B and C testing and treatment. This will be combined with a **Peer Navigator Model of Care**, allowing services to reach PWIDs where they are. The project will be implemented in two phases, concluding by June 2025, and aims to create a strong foundation for expanding Hepatitis B and C diagnosis and treatment coverage among underserved groups often missed by conventional health systems.

- **Phase I** will cover 7 sites, serving approximately 1,900 PWIDs, with 30 Peer Navigators recruited.
- **Phase II** will cover the remaining 11 sites, reaching around 1,100 PWIDs, supported by 20 Peer Navigators.

Proposed Geographies: 9 districts (Shillong, Nongstoin, Khliehriat, Umkiang, Jowai, Nongpoh, Nongalbibra and Phulbari) of **Meghalaya, India**

Model of Care / Micro-Elimination Strategy: The cornerstone of the program is the **Peer Navigator Model**, which provides tailored, empathetic, and practical support to PWIDs who have tested positive for HBV/HCV. Peer Navigators will be selected based on their lived experiences and knowledge of the challenges faced by PWIDs, ensuring the program is sensitive to the needs of the target population.

Organization

FIND accelerates equitable access to reliable diagnosis around the world. We are working to close critical testing gaps that leave people at risk from preventable and treatable illnesses, enable effective disease surveillance, and build sustainable, resilient health systems. In partnership with countries, WHO and other global health agencies, we are driving progress towards global health security and universal health coverage. We are a WHO Collaborating Centre for Laboratory Strengthening and Diagnostic Technology Evaluation.

For more information, please visit www.finddx.org.

Qualifications of the Agency/ Partner

The bidder should submit the following documents pertaining to its agency for pre-qualification:

- a. The agency must have a minimum of 3 years of experience in recruitment, selection, payroll, compliance, as well as a presence in Meghalaya, and the agency having prior experience of working on Hepatitis-related projects would be given preference. Relevant documents, such as copies of purchase orders, NOAs, contracts, or letters of satisfactory work completion, should be submitted as evidence.
- b. Financial capacity - Minimum consolidated turnover in last 2 years should not be less than INR 50 Lakh. (Submit certified balance sheet for last two years 2021-22 and 2022-23)
- c. The Agency should have registered office in INDIA (Submit company/agency registration certificate)
- d. Dedicated team with qualified HR professionals with experience working with international organizations (submit relevant CVs of key member)
- e. The agency should have web-based HR/related software to manage HR activities (provide link / PPT / manual)
- f. The agency should have experience in monitoring and evaluation
- g. Previous experience working for non-profit organizations in India would be an added advantage (copy of PO/NOA/contract/letter of satisfactory work completion)

Responsibilities of the Partner

Under the guidance of the FIND, the selected agency/ partner would be responsible for the following activities:

1. **Recruitment of project team:** Onboard the field officer and peer navigators as per the schedule basis allocated targets.
2. **Capacity Building:** Arrange the logistics for the capacity-building activities for Peer Navigators.
3. **Data Collection and Reporting:** Ensure accurate and timely data collection in accordance with the NVHCP (National Viral Hepatitis Control Program) portal from all sites, following NVHCP and project guidelines.
4. **Review Meeting:** Provide logistics support for organising quarterly review meeting to assess the progress of the project activities.
5. **Supervision and Monitoring:** Regularly monitor field activities to ensure Peer Navigators are fulfilling their roles effectively and that project targets are met. Develop the monitoring plan in consultation with FIND and submit the reports periodically.
6. **Coordination:** Collaborate closely with MACS, SVHCP, and other local health authorities to align the project with ongoing government programs and initiatives.
7. **Financial reporting:** Ensure all expenditures are aligned with the approved budget and provide financial reports to FIND on a monthly basis or as and when required.

Hiring of Peer Navigators

Peer navigators will be selected at a ratio of **1 for every `60 PWIDs** covered/ registered at the harm reduction site. Based on this ratio, distribution of peer navigators to be onboarded will be determined for each site.

Qualification

1. Ideally, a recovered/recovering addict with lived experience of Hepatitis B or C.
2. Minimum educational qualification: 12th grade (Intermediate).
3. Proficiency in local languages and working knowledge of English.

Roles and Responsibilities

1. Serve as the first point of contact for patients at Targeted Intervention (TI)/Opioid Substitution Therapy (OST) centres under the guidance of the SVHCP Nodal Officer/MO and MACS.
2. Maintain screening registers and line lists of PWIDs screened for HBV/HCV under the project, in line with the NVHCP portal.
3. Transport blood samples of RDT+ PWIDs to testing facilities and retrieve reports.
4. Ensure that treatment cards are completed and maintained for all assigned PWIDs.
5. Accompany patients to treatment centres to initiate therapy for Hepatitis-positive individuals.
6. Act as a peer educator, providing psycho-social support to newly registered patients, discussing treatment adherence, and monitoring viral load testing.
7. Track drug adherence, provide bi-weekly counselling, and monitor patient follow-up.
8. Assist in patient retrieval (LTFU) when feasible.
9. Digitize treatment cards on the NVHCP portal and update information as needed.
10. Perform additional duties related to the project, as assigned by the SVHCP Nodal Officer/MO.

Hiring of Field Officer

The **Field Officer** will play a key role in ensuring the effective monitoring and overall management

of peer navigators across all sites.

Responsibilities of the Field Officer:

1. **Assist in managing the peer navigators** to ensure that the screening and linkage to treatment targets are progressing as planned across all 18 sites, including regular data collection.
2. **Data collation:** Collect the data from the peer navigators and ensure accurate and timely reporting to FIND. Maintain the detailed data logs of all the patients for necessary follow-ups.
3. **Coordination:** Support in following-up with State Viral Hepatitis Control Programme Nodal Officer/MO/ technical officer, MACS officials and other stakeholders to ensure smooth implementation of the field activities
4. **Training and support:** Assist in the capacity building of Peer Navigators and support them in addressing challenges faced in the field.
5. **Digitization of data in NVHCP portal:** Collate data form across the site and ensure the digitization of data into the portal
6. **Follow-up for treatment initiation:** constant follow-up with the peer navigators and assist them in initiating the positive PWIDs on treatment.
7. **Timely submission of reports:** Assist peer navigators in completing the records and ensure timely submission of data and reports.

Guidance on Honorarium, Travel, and Incentives for Peer Navigators

- 1) **Honorarium:**
 - a) Peer Navigators are expected to facilitate the screening of at least 10-15 PWIDs (People Who Inject Drugs) per month.
 - b) Ensure that 80% of positive cases are linked to care.
 - c) *Honorarium payments will be made upon hitting these targets.*
- 2) **Travel:**
 - a) Ensure that at least 80% of Hepatitis B and C positive PWIDs are successfully linked to treatment in the public health sector.
 - b) *Travel expenses will be released upon achieving this target.*
- 3) **Incentive:**
 - a) Peer Navigators will receive an incentive for every successful treatment completion. This will be determined based on the completion of the Sustained Virological Response (SVR) test.
 - b) *Incentives will be provided upon hitting these targets.*

Timelines

S.No.	Activity	Timeline
1	Onboarding of Field Officer	1 st week of Dec'24
2	Phase I Hiring of peer navigators (30)	1 st week of Dec'24
3	Phase I –Organize capacity building for peer navigators	2 nd week of Dec'24
4	Phase II Hiring of peer navigators (20)	1 st week of Jan'24
5	Phase II- Organize capacity building for peer navigators	2 nd week of Jan'24
6	Organize quarterly review meetings	Every quarter
7	Submit reports of field monitoring visits to FIND	Monthly
8.	Reporting of the project activities to FIND	Biweekly

FIND invites proposals from eligible organizations interested in providing services aligned with the objectives outlined above. The selected organisation will play a crucial role in supporting the rapid elimination of Hepatitis B and C in Meghalaya through a community-driven, peer-supported approach.

Location: Meghalaya, India

The Scope of Work: As we anticipate new project(s) in Meghalaya, India. Below outlines the scope of work for agencies.

A. Recruitment and Selection.

1. Advertise positions in digital, one paid web portals according to FIND requirement OR Headhunting for specific positions if required.
2. Shortlisting of profiles received for interviews in consultation with FIND and interview coordination.
3. Manage the offer process and facilitate onboarding including providing co-working space on charge basis.

B. Payroll & Compliances.

1. Process Attendance, salaries, Consultancy fee disbursement, taxation and other employee benefits i.e. social security according to Indian labor laws.
2. Maintain compliance with all relevant Indian labor laws & regulations.
3. Provide guidance and support managers on employee relations matters, including performance management, disciplinary actions, and termination of employment.
4. Processing Exits, full and final settlements, post exit claim services as applicable in the country.

C. Reimbursements:

1. Travel & phone bills reimbursement in line with travel policies.
2. Project events (review meeting, training etc.) related expenses, and miscellaneous claims reimbursement.

Important information.

1. These services may be required from time to time hence we would like to get into a formal agreement for these services and we would be requiring quote to formalize a general contract including payroll & reimbursements.
2. The total estimated cost in one year may vary depending on the requirement of organization from time to time and award for particular recruitment or payroll and expense management service will be at our discretion.

Kindly submit your proposal no later than **November 11, 2024 (03.00pm IST Time)**, to the following email address:

procurement.in@finddx.org. Your proposal should include a detailed breakdown of costs. Additionally,

we encourage you to provide costing on a per-employee basis for better understanding and comparison. The award of the contract will be made at the discretion of the organization based on the evaluation of proposals received.

Recruitment agencies focused solely on hiring processes can apply for recruitment-specific services.