

Notice Inviting Bid

Hyderabad,
----- day of ----- year.

1. The CEO, AHCT invites proposals to provide the services of Staffing of district unit of Aarogyasri Health Care Trust. More details on the services are provided in the attached Terms of Reference.
2. A firm will be selected under least cost Selection and procedures described in this Bidding documents.
3. The bidding document includes the following parts:
 - Disclaimers
 - Volume I – The Work
 - Volume II –The Bid
 - Volume III – The Contract
4. Tenders with accompanying documents should be submitted to the address given below by 12.00 hrs (IST) _____ date.

Address for submission:

Aarogyasri Health Care Trust
Head Office
Opposite B.R.Ambedkar Open University
Road no. 46
Jubilee Hills
Hyderabad-500033

Contact for queries: Name:

Phone no:

Website: www.aarogyasri.org

Glossary

General

AHCT	:	Aarogyasri Health Care Trust
Trust	:	Aarogyasri Health Care Trust
S P	:	Service Provider
Must	:	Denotes mandatory requirement
Shall	:	Denotes mandatory requirement
RFP or Tender	:	Request for Proposal
ITB	:	Instructions to Bidders
BDS	:	Bid Data Sheet
LOA	:	Letter of Award
TOR	:	Terms of References
SLA	:	Service Level Agreement
SOP	:	Standard Operating Procedure

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VOLUME I		
	A. DESCRIPTION OF SERVICES	
	B. PROJECT TASK AND DELIVERABLES	
	C. STAFFING REQUIREMENTS	
	D. SERVICE LEVEL AGREEMENTS	

A DESCRIPTION OF SERVICES

Describe the services needed for the project.

B. PROJECT TASK AND DELIVERABLES

Clearly bring out the requirements, deliverables and indicators.

D SERVICE LEVEL AGREEMENT

1	Service Level Requirement
.1	<p>Statement of Intent</p> <p>The aim of this agreement is to provide a basis for close co-operation between purchaser and the Supplier to ensure that timely and efficient services are available. The objectives of this agreement are detailed below. This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.</p>
.2	<p>Objectives of Service Level Agreements</p> <p>(i) To create an environment this is conducive to a co-operative relationship between the Supplier and the Purchaser to ensure effective support.</p> <p>(ii) To document the responsibilities of all parties taking part in the Agreement</p> <p>(iii) To ensure that the Purchaser achieves the provision of a high quality of service with the full support of the Supplier.</p> <p>(iv) To define the commencement of the agreement, its initial term and the provision for reviews</p> <p>(v) To define in detail the service to be delivered by the bidder and the level of service that can be expected by the Purchaser, thereby reducing the risk of misunderstandings.</p> <p>(vi) To institute a formal system of objective service level monitoring, ensuring that reviews of the agreement are based on factual data.</p> <p>(vii) To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels</p> <p>(viii) To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above.</p>
.3	<p>Period of Agreement</p> <p>This agreement will commence on the date specified in the ‘Contract Agreement’ to be signed between Purchaser and the Supplier following the completion of selection process and will continue until end of the contract period or termination whichever is earlier.</p>
.4	<p>Representatives</p> <p>The representatives responsible for monitoring and maintenance of the service agreement on behalf of the Purchaser and the Supplier shall be as defined in the Contract Agreement.</p>
.5	<p>Management of SLA</p> <p>Service Level requirements will be necessarily managed by the Supplier. The Supplier will make this information available to authorised personnel of the Purchaser through on-line browsing and also through hard copy of the report as per requirement. Compliance of SLA with the supplier will be measured monthly as per details given below.</p>

2	Service Level Monitoring
.1	The success of service level agreements depends fundamentally on the ability to measure performance comprehensively and accurately so that credible and reliable information can be provided on the service. Service factors must be meaningful, measurable and monitored constantly. Service level monitoring will be performed the supplier. Reports will be produced every two weeks and submitted purchaser. Service level monitoring and reporting is performed on disputes as defined in the following sections
.2	Service Level Definition Service levels are as defined in the table 2.2 below.
.3	Service Level targets The Table 2.3 below defines Service Level Targets for response and resolution time.
.4	Service Level Compliance The service provider needs to ensure the compliance level for each of the service levels as in table 2.4.
.5	Measurement Metrics The measurement metrics are given at table 2.5
.6	Penalty Calculation on SLA (i)Actual vs targeted compliance level for each of the respective service areas will be measured separately in every month. (ii)Monthly shortfall in achieving SLA compliance, if any, for the respective service areas shall be aggregated for the month. (iii)Penalty for the month will be calculated as: Penalty amount = Penalty (%) x Total services Cost for the month. (iv)Applicable Penalty (%) would be as given in table 2.6 (v)However, the aggregate penalties that may be levied in a month towards the aforesaid managed services shall be limited to 10% of amounts payable monthly towards these services. (vi)Supplier will monitor this information using Aarogyasri portal of the Trust.
.7	Penalty Calculation on Human Resource supply default Although this project is SLA based, the Supplier is required to maintain a minimum level of resources in each of the service areas throughout the contract period. The supplier shall deploy manpower resources as per staffing requirement prescribed in this document. Supplier shall ensure the availability of resources as per contract for each resource category. Monthly applicable penalties in the event of default of respective manpower resources in case no substitute is arranged by the service provider would be as in table 2.7.
.8	The method of calculating the performance scores for_____ positions shall be based on the current priorities of the Trust in a realistic manner. The current key performance indicators are in tables 2.8, 2.9 & 2.10

Table 2.2	Service Level Definition
Service level	Definition

Table 2.3 & 2.4	Individual Target of performance	Compliance
	%	%
	%	%

Table 2.5	Measurement Metrics
(a)	<p>Number of ____ scoring above __% performance for one month</p> <p>Service level 1= X 100</p> <p>Total number of _____</p>
(b)	<p>Number of ____ scoring above __% performance for one month</p> <p>Service level 2= X 100</p> <p>Total number of _____</p>

Table 2.6	Penalty on SLA default
Shortfall in SLA Target/Compliance by	Penalty (%)
<= 1 %	
> 1% and <= 3 %	
> 3% and <= 5 %	
> 5% and <= 6 %	
> 6% and <= 8 %	
> 8% and <= 10 %	

Table 2.7	Penalty on Human Resource default
Resource Category	Penalty for absence
	For example: <ul style="list-style-type: none"> Rs. 200/- per day, maximum Rs. 5000/- per month
	<ul style="list-style-type: none"> Rs. 200/- per day, maximum Rs. 4500/- per month
	<ul style="list-style-type: none"> Rs. 250/- per day, maximum Rs. 7500/- per month
	<ul style="list-style-type: none"> Rs. 250/- per day, maximum Rs. 7500/- per month
	<ul style="list-style-type: none"> Rs. 650/- per day, maximum Rs. 20,000/- per month

Key Performance Indicators of each employee should be given

Table 2.8			Key Performance Indicators for NAMs						
Role	KPI activity	Weight-age	Data Source	Measure of Performance Indicator	Indicator Remarks	THRESHOLD			%
						Achievement	grade	points	

Table 2.10	Visit Norms for Field Staff			
Designation	Frequency	NWH Visits	PHC Visits	Health Camp Visits