



**INDIAN INSTITUTE OF ENTREPRENEURSHIP, BASISTHA CHARIALI**  
**LALMATI, 37, NATIONAL HIGHWAY BYPASS, GUWAHATI-781029 (ASSAM)**  
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Ref. No: C(26)/ASSD/CGSI/NEC/20-21

Date: 18.12.2020

### **REQUEST FOR PROPOSAL (RFP)**

Indian Institute of Entrepreneurship seeks to invite proposal from individuals & firms meeting the eligibility criteria for providing their services as "Technical Agency" for the project "***Transforming unorganized care giving service Industry into a formal service sector industry***" funded by North Eastern Council (NEC).

Interested agency/Firm/Individual having expertise in this field are hereby requested to collect the RFP from Office website [www.iie.gov.in](http://www.iie.gov.in) / [www.iietraining.org](http://www.iietraining.org) **on or before 24.12.2020.**

***Last date of submission of RFP is on 28.12.2020 up to 14.00 Hrs. The same would be opened in the Office address i.e. Indian Institute of Entrepreneurship (IIE), Lalmati, Basistha Chariali, 37 NH Bypass, Near Nidhi Bhawan, Guwahati-781029, Assam, Kamrup (M) on 28.12.2020 @ 15.00 Hrs.***

Applicants may send their representatives during opening of the RFP on 28.12.2020 at the prescribed timing.

The details of the background of the project, scope of work, terms of reference and the eligibility criteria are given in the following paragraphs.

### **Section I**

#### **Background of the project/scheme:**

Care giving of persons with illness is challenging as sometimes it is demanding and at other times, it is fulfilling to caregivers. In India, family members are the caregivers for persons with illness as there are extremely limited alternative facilities and family members are preferred for caring. The changing social milieu in India such as urbanization and nuclear family is placing significant burden on family members. In India, there is a need to develop systems of sharing of skills, support, and supervision to caregivers in providing care to the individuals with chronic illnesses. This can minimize the stress of care giving and maximize the positive feelings of care giving.

Care giving is a complex health care activity. From an informal family level activity, it is becoming a major part of health care. There is a growing awareness of the importance of care giving to address both the physical as well as the emotional dimension health. In India, care giving is largely by the family members as there are extremely limited alternative institutional facilities and welfare supports for those with long-standing illnesses especially for chronic illnesses such as diabetes and cancer as well as other debilitating diseases like Alzheimer, Parkinson etc. There is also a need for raising of children, particularly infants, as most of the mothers are working. This job was earlier undertaken by the larger joint family. However, the larger societal changes in the country are placing significant demands on the caregivers. Two of the changes making caregiving difficult are, living in urban areas and living in nuclear families. The increasingly lack of a supportive community in urban areas and the limited resources in a nuclear family is make caring a demand on the caregivers and places their

physical and mental health at risk. Increasingly, North East Region, especially the urban areas are also facing similar problems. The institutionalized health care system comprising of the trained nurses cannot address this large problem. There is therefore an urgent need to recognize that non-specialists, people trained for short periods for a specific health task, will be an essential part of the health care in India and the north east.

The outbreak of Covid-19 creating unbelievable numbers of unemployment as many NE youth working in part of India and abroad are coming back to their hometown. The NEC with its ongoing initiative on Employment Generation for Local Youth for Local placement has now shown urgency of implementation and in absence of comprehensive proposal received from States on an attempt laid by the NEC Secretariat during last year, therefore now felt it compulsory to come up with proper concept as the situation no longer permit to wait further.

As per the understanding from various states action taken of the last few years the youth working in various places are mainly in hospitality Industries on which there is no hope in creating jobs for them as the most effected sector of the pandemic is hospitality sector. Taking advantages of whatever experiences they have gain it is felt that the unorganized sector of Care Giving can be systematized in order to help these youth who are coming back home.

At present all the North East States are in a stage that there seems no channel for connecting job seekers and people in need of care. To double the ground reality problem there is no agency to monitor quality service, the Governments are not having guideline whatsoever to fix rate, job guarantee, system of functioning etc. As a result of this unorganized sector, many youth have left their home town to serve people in wherever places proper system are in placed like Singapore, Japan etc. The experiences and wiliness to serve people as a care giver is the same requirement at their home states.

The world life expectancy rate goes higher wherein Japan expectancy is 84 years, Italy- 83 years while India is also catching up from 40 years in 1960 to 53 years in 1980 and 69 years in 2017 indicating that a good opportunity in old age care can be seen as thousands of aging elderly above 80 years and above are requiring care giver service. Apart from aging group, bed ridden and seriously sick and terminal health problems requiring Home Care along with house hold works and baby-sitting etc are the types of Services where hospitality and nursing cares experiences can be very useful for generating livelihood for youth coming back home as well as youth without any earning activities.

In accordance with human life style, people in need of care can be categorized as full care (Bed ridden), 50% care (bathing and cooking), sick people depending on the sickness and women in the early stage of child birth. Attention need to be given for people with Alzheimer and dementia. Home care is the maximum service needed for people who are engaged in government jobs and business. A type of services required by these groups again varies while some of them may require service on full time basis there will be people who need only twice a week and so on. This project intends to cover the elderly population.

## **Section II**

### **Scope of Work:**

Types of job roles for Care giving proposed to be taken up:

1. Caregivers for sick and elderly people (Non-Clinical).
2. Caregivers for sick and elderly people (Clinical).

To organize the field of care givers and devise a mechanism for formalizing the informal care currently being practiced in the NER. The essence of it would be identify the "level of care," "limits of care," and the support and supervision mechanism. To board 8 agencies who would who would be trained in Care giving and deliver services on Care giving.

**The 'Technical Consultant/Agency' would provide the following services:**

1. Design and assist in conducting a need assessment survey on care giving services required based on the dynamics of demand and supply.
2. Assist IIE in designing a framework for on-boarding the caregiving agencies in the 8 states of NER.
3. Designing the procurement process for machinery and equipment for the care giving agencies.
4. Build SOP on training, assessment and placement module for the care-givers trained under the project.
5. Design and implement TOTs which are specialized technical training modules.
6. Build Business Plan for the sustainability of the 8 care giving agencies.
7. Assist in documentation and evaluation of the project.

**Section III**

**Eligibility Criteria:**

1. Professionals working in health sector for a minimum of 5 years, preferably MBBS with PG on Health Management/ Hospital Management/Administration.
2. Minimum 5 years experience of setting up of Health Facility Centres for both specialized and para- medics.
3. Experience of working in NER. (copy to be enclosed herewith)
4. Minimum 5 years experience of designing and implementation of training modules of specialized and Para- medics as well as health care management courses.

**Section-IV**

**GENERAL TERMS AND CONDITIONS FOR CONSULTANCY SERVICES**

**These General Terms and Conditions shall apply to all consultancy services proposed or provided by the Consultant, which are delivered entirely or partially to the Client.**

**1. DEFINITIONS**

In these General Terms and Conditions, the following definitions are applicable: "**Client**" means the organization or company with whom the Contract is entered into;

"**Confidential Information**" means any information related to the Engagement disclosed by the Client to the Consultant and by the Consultant to the Client, respectively, either directly or indirectly. Confidential Information may include, by way of example but without limitation, products, specifications, formulae, equipment, formulas, models, employee interviews, records,

quality monitoring schemes/programs, training materials, business strategies, customer lists, know-how, drawings, pricing information, inventions, ideas, and other information, or its potential use, that is owned by or in possession of the Client and the Consultant, respectively;

**"Consultant"** means; The user of these Terms and Conditions;

**"Contract"** means the contract between the Client and the Consultant which defines the scope of the Engagement and the services to be rendered by the Consultant, as well as the fee schedule for said services. More specifically, the Contract shall consist of the Purchase Order, these Terms and Conditions and any other documents (or parts thereof) specified in the Purchase Order;

**"The Engagement"** means any agreement, in whatever form, reached between the Consultant and the Client pursuant to which the Consultant agrees to render services to the Client in exchange for a fee plus costs;

**"Force Majeure"** means any cause beyond the reasonable control of the affected party, including, but not limited to, any act of God, war, riots, acts of the public enemy, fires, strikes, labour disputes, accidents, or any act in consequence of compliance with any order of any government or governmental authority;

**"Project"** means the services to be provided by the Consultant to the Client as specified in the Purchase Order;

**"Engagement Order"** means the document (i) setting out the services to be provided by the Consultant to the Client and (ii) listing any documents and the like to be provided by the Client to the Consultant such that the Consultant may perform the Project;

**"Subcontractor"** means either an affiliate or subsidiary of the Consultant, or an independent contractor, respectively, which is qualified to perform the applicable services as contemplated by the Engagement and the Contract, and has been contracted by the Consultant accordingly, as evidenced by an agreement in writing.

## **2. GENERAL**

These General Terms and Conditions govern the provision of all services from or on behalf of the Consultant to the Client and apply to all legal relationships between the Consultant and the Client.

These General Terms and Conditions supersede any and all prior oral and written quotations, communications, agreements and understandings of the parties and shall apply in preference to and supersede any and all terms and conditions of any order placed by the Client and any other terms and conditions submitted by the Client.

Failure of the Consultant to object to terms and conditions set by the Client shall in no event be construed as an acceptance of any terms and conditions of the Client. Neither the Consultant's commencement of performance nor the Consultant's delivery of services shall be deemed or constituted as acceptance of any of the Client's terms and conditions. Any communication or conduct of the Client which confirms an agreement for the provision of services by the Consultant, as well as acceptance by the Client of any provision of services from the Consultant shall constitute an unqualified acceptance by the Client of these General Terms and Conditions.

By contracting on the basis of these General Terms and Conditions, the Client agrees to the

applicability thereof in respect of future agreements between itself and the Consultant, even if this is not expressly stated.

### **3. PERFORMANCE OF THE PROJECT**

The Consultant shall determine the manner in which and the person by whom the Engagement will be carried out, taking into account, as far as is feasible, the reasonable requests expressed by the Client.

The Consultant shall complete the Project with reasonable skill, care and diligence in accordance with the Contract.

The Client hereby accepts that the time schedule allocated for the performance of an Engagement may be subject to change in case of amendment to the Engagement and/or the services to be provided there under after conclusion of the Engagement.

In case of any change of circumstances under which the Engagement is to be performed which cannot be attributed to the Consultant, the Consultant may make any such amendments to the Engagement as it deems necessary to adhere to the agreed quality standard and specifications. Any costs arising from or related to this change of circumstances will be fully borne by the client.

The Consultant may, at its discretion and, where possible, in consultation with the Client, replace the person or persons charged with performing the Engagement, if and in so far as the Consultant believes that such replacement would benefit the performance of the Engagement.

The Consultant shall provide the Client with such reports of his work on the Project at such intervals and in such form as the Client may from time to time require. The Client has the right to notify the Consultant that it wishes to modify its requirements in relation to the Project. Such modifications shall not enter into effect until the parties have agreed on the consequences thereof such as to the Contract fee and the completion date of the Project.

### **4. SUBCONTRACTORS**

The Consultant shall not be free to involve any Subcontractors, availing of specific expertise in the performance of the Project, in any circumstances.

### **5. CLIENT'S OBLIGATION**

The Client shall at all times duly make available to the Consultant all information and documents that the Consultant deems necessary to be able to carry out the Engagement correctly, in the specified form and manner. Also, the Client shall provide all cooperation required for the proper and timely performance of the Engagement.

The Client shall duly inform the Consultant of any facts and circumstances that may be relevant in connection with the execution of the Engagement.

Furthermore, the Client shall guarantee the correctness, completeness and reliability of any information provided to the Consultant.

### **6. FEES AND EXPENSES**

The Client shall pay to the Consultant fees at the rate specified in the Engagement Order.

Unless otherwise stated in the Contract, the Consultant shall be entitled to be reimbursed by the Client for all traveling and lodging expenses reasonably and properly incurred by him in the performance of his duties hereunder subject to production of such evidence thereof as the Client may reasonably require.

Unless otherwise stated in the Contract, payment shall be made within thirty (30) days of receipt of an invoice, submitted monthly in arrears, for work completed. Payment shall be into the bank account mentioned in the submitted invoice.

GST, where applicable, shall be shown separately on all invoices.

No additional cost/charge will be paid to the Consultant/Firm except the charge/cost written in the engagement order throughout the entire contract term.

## **7. INTELLECTUAL PROPERTY**

All results generated by the Consultant in the Project, including reports, other documents and materials, shall become the property of the Client. The Consultant shall provide all reasonable assistance such that the Client may apply for patents, copyrights and other intellectual property rights in respect of these results.

## **8. CONFIDENTIALITY**

The Consultant shall keep secret and not disclose and shall procure that his employees keep secret and not disclose any Confidential Information obtained by him during the performance of the Project.

## **9. WARRANTIES, LIABILITY AND INDEMNIFICATION**

The Consultant, and any person put forward by the Consultant to perform the Project, shall not be liable if the services provided or the results generated by him in the Project are not absolutely correct, nor does the Consultant, or any person put forward by the Consultant to perform the Project, warrant, either expressed or implied, that the performance by him of the Project will not infringe upon intellectual property rights of any third party.

The Client shall not be responsible for any loss, destruction or damage of whatsoever nature (including injury or death) incurred by the Consultant, its employees or third parties, related to the performance by the Consultant of the Project, except to the extent that the same can be shown to be due to gross negligence or willful misconduct on the part of the Client or its employees.

## **10. TERM AND TERMINATION**

Any times or dates set forth in the Contract for provision or completion by the Consultant of the services under the Project are estimates only and shall never be considered of the essence. Furthermore, the parties hereby acknowledge that the time schedule set out for the performance of the Engagement may change during the course of said performance. In no event shall the Consultant be liable for any delay in providing these services.

The Client may terminate the Contract by one month's notice in writing. After termination, no payment will be made in any circumstances.

In case the Consultant cannot be reasonably expected to complete the works due to unforeseen circumstances, the Consultant may unilaterally terminate the Contract and the Engagement. The Client shall be liable for payment of an amount corresponding to the fees due for services already

performed, while being entitled to receive the (preliminary) results of the services already performed, without the Client being entitled to derive any rights there from.

## **11. INDEPENDANCY**

The Consultant shall perform the Contract as an independent contractor and shall not be the servant or agent of the Client.

## **12. NOTICES**

Any notice given under or pursuant to the Contract shall be given in writing and shall be given by mail, registered mail or by facsimile transmission to the other party at the addresses mentioned in the Engagement Order, or to such other address as a party may by notice to the other have substituted therefore.

## **13. OBSERVANCE OF LEGAL REQUIREMENTS**

The Consultant shall carry out his obligations under the Contract in a manner that conforms to relevant legal requirements.

## **14. GOVERNING LAW AND JURISDICTION**

All disputes which cannot be settled amicably shall be referred to the applicable courts in Guwahati, Kamrup (M) only, and the parties consent to the jurisdiction of the courts there.

**Sd/**

Administrative Officer  
IIE, Guwahati-781029  
Assam, Kamrup (M)



## TECHNICAL BID

### GENERAL INFORMATION ABOUT THE APPLICANT ORGANIZATION

<b>Sl. No.</b>	<b>Particulars</b>	
1	Company/Firm/Individual Name	
2	Registered Office Address Tel: Fax:	
	Address for Correspondence (if different from above)	
3	Nature of constitution of Bidder (Whether individual, partnership, firm or company registered under companies Act) Enclose certificate, MOU, AOA, Partnership Deeds, etc.	
4	Name of authorized signatory Position Address: Mobile: Tel: Email Address:	
5	Year of Establishment	
6	Incorporated in India (yes/no)	
7	Details of Registrations	
	(a) Sales tax	
	(b) GSTIN	
	(c) Income tax PAN number	
8	Last three year's turnover and profit/ loss as per balance sheet (Rs in Lakhs)	
	Financial Year 2019-20	
	Financial Year 2018-19	
	Financial Year 2017-18	
9	Past experience in any related field	
10	Any other information	

Signature of authorized signatory (with seal):

Name & Title of the Authorized signatory:



Address:  
(phone & e-mail):  
Date:



**FINANCIAL BID**

*(To be quoted by the bidder)*

<b>Sl. No.</b>	<b>Particulars</b>	<b>Quoted Rate (In Rs.)</b>
1	Design and assist in conducting a need assessment survey on care giving services required based on the dynamics of demand and supply	
2	Assist IIE in designing a framework for on-boarding the care giving agencies in the 8 states of NER.	
3	Designing the procurement process for machinery and equipment for the care giving agencies	
4	Build SOP on training, assessment and placement module for the care-givers trained under the project	
5	Design and implement TOTs which are specialized technical training modules	
6	Build Business Plan for the sustainability of the 8 care giving agencies	
7	Assist in documentation and evaluation of the project	
<b>Grand Total</b>		

**N.B: (Quoted amount should be inclusive of GST etc.)**

Signature of authorized signatory (with seal):  
Name & Title of the Authorized signatory:  
Address:  
(phone & e-mail):  
Date: