

National Safai Karamcharis Finance & Development Corporation

(A Govt. of India Undertaking, Ministry of Social Justice & Empowerment)

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TenderNo	TenderName	IssueDate	Last Date
NSKFDC/NAMASTE/HealthScheme/08/2024-25/1542	Inviting Agencies for facilitating eKYC of ingested beneficiaries PAN INDIA of NAMASTE in Beneficiary identification System of NHA , collection of additional information of family members and subsequent distribution Camps of cards.	28.02.2025	21.03.2025

This is to invite Proposals from Central/State/UT/Government Bodies/Public and Private Sector Companies/Institutes/not-for-profit body registered under any of the Central/State/UT statues, a firm/corporation duly registered, as partner agencies for facilitating eKYC of ingested beneficiaries PAN INDIA of NAMASTE in Beneficiary identification System of NHA, collection of additional information of family members and subsequent distribution Camps of cards.

1. BACKGROUND

National Safai Karamcharis Finance & Development Corporation(NSKFDC), a wholly owned Govt. of India Undertaking under the Ministry of Social Justice & Empowerment (M/o SJ&E) was set up on 24th January 1997 as a Company “Not for Profit” under Section 25 of the Companies Act, 1956. NSKFDC is in operation since October, 1997, as an Apex Corporation for the all round socio-economic upliftment of the Safai Karamcharis, Scavengers and their dependants throughout India, through various loan and non-loan based schemes.

National Action for Mechanized Sanitation Ecosystem (NAMASTE) is a central sector scheme that is going to be jointly implemented by the Ministry of Social Justice & Empowerment (MoSJE) and the Ministry of Housing & Urban Affairs (MOHUA).

The implementing agency for the scheme is National Safai Karamcharis Finance & Development Corporation Limited (NSKFDC). The NAMASTE scheme is implemented across all Urban Local Bodies (ULBs) (all Cities and Towns, including Cantonment Board (Civilian areas)).

One of the components of the scheme is

- Health Insurance coverage of NAMASTE identified beneficiaries under PM-JAY: To provide safety nets to workers and their families in case they fall sick or meet with an accident; each beneficiary will be covered under the Ayushman Bharat- Pradhan Mantri Jan ArogyaYojana (AB-PMJAY), and premium for those beneficiaries who are not covered earlier shall be borne by MoSJE under NAMASTE after verification to avoid duplication.

This tender issued aims to identify suitable partner Institutes/Agencies to facilitate eKYC of ingested beneficiaries PAN INDIA of NAMASTE in Beneficiary identification System of NHA, collection of additional information of family members and subsequent distribution Camps of cards. Guidelines of scheme are available at <https://nskfdc.nic.in/en/system/files/Guidelines%20of%20NAMASTE%20Scheme%20in%20English.pdf>.

2. Eligibility Criteria for Applying

- i. The Agencies/Institutes must have been in existence of more than 3 years and could be a Central/State/UT/Government Bodies/Public and Private Sector Companies or Institute/ not-for-profit body registered under any of the Central/State/UT statutes; a firm/corporation duly registered.
- ii. The Agencies/Institutes accounts should have a positive net-worth & should be profitable and last three year of audited accounts upto financial year 2023-24, by a firm of Chartered Accountants.
- iii. The Agencies/Institutes Should have at least 3 years' experience in organizing large-scale community registration or welfare programs and have previous work with marginalized communities.
- iv. Agencies/Institutes should not have been blacklisted by any Government Agency or department/ PSU/Corporate.
- v. Agencies/Institutes should not have any legal matter/dispute pending in any court of India regarding mismanagement of funds etc.

3. Scope of Work

The empanelled Institutes/Agencies should organize camps for facilitating eKYC, collection/rectification of any incorrect information of family members and distribution Camps for providing Health Insurance (Ayushman Card) to beneficiaries (Sewer and Septic tank Workers, Waste Pickers, Manual Scavengers) which may include the following tasks; -

- i. **Planning and Organizing Camps:** Identify suitable locations for the camps in consultation with concerned Urban Local Body. Arranging necessary equipment, and ensuring accessibility.
- ii. **Community Mobilization and Awareness:** Coordinating with ULBs, PMUs for informing the beneficiaries about camp and about the benefits of Ayushman Cards.
- iii. **eKYC:** To Facilitate the eKYC process on NHA BIS.
- iv. **Family Members data Completion :** To add information on portal for family members (wherever necessary) of ingested beneficiaries.

- v. **Distribution/Delivery of Ayushman Cards:** Distribution post printing on PVC of the downloaded cards.

Numbers available for eKYC as available are annexed with this document (Annexure III)

5. Selection Criteria

The Agencies/Institutes will be selected based on Quality and Cost Based Selection- QCBS (Technical: Financial): 70:30.

(a) **Technical Evaluation Criteria (Quality and Cost Based Selection- QCBS) areas follows:**

S.No.	Parameter	Criteria	Document Required	Max.Marks (100)
1	Experience with similar Programs	<p>The agency must have experience in organizing large-scale community registration, distribution camps, document verification (30 Marks)</p> <p>(10 Marks for each FY/ Scheme)</p> <p>Special consideration for previous work with Ayushman Cards/similar scheme in State (10 Marks)</p>	Related work orders/ MOUs / letter of intent/Sanction orders/ Completion certificate	40
2	Organizational Capacity (w.r.t. Geographical Coverage)	<p>The agency must have sufficient staff and infrastructure to organize the camps in PAN INDIA.</p> <p>10 Marks for operational experience in 5 or more State/UTs</p> <p>5 Marks for operational experience in 3 to 4 State/UTs</p> <p>3 Marks for operational experience in less than 3 State/UTs</p>	<p>Sanction letter for State/UT</p> <p>Or</p> <p>Reports substantiating coverage done in State certified by Client</p>	10

3	AuditedAccounts	The accounts should have been audited up to the financial year 2023-24 by a firm of Chartered Accountants. Agencies should have Positive Net worth and should be profitable. (10 Marks)	Copy of Audited Financial Statements of last three year.	10
4	TechnicalPresentation	<p>The technical presentation should cover:</p> <p>Brief on experience related to the Scope of Work. (10 Marks)</p> <p>Demonstration of understanding requirements. (10 Marks)</p> <p>Detailed approach & methodology for accomplishing Scope of Work. (20 Marks)</p>		40

- i. Bidder having less than **40 marks** in aggregate (from Sr. No.1 to 3) will be rejected and will not be called for Technical Presentation.
- ii. In order to qualify for financial evaluation, the bidder must have at least (70 Marks out of 100) from Sl. No. 1 to 4 in the technical evaluation carried out on the basis of above-mentioned criteria.
- iii. The consulting organization will be selected based on QCBS as per weightage (Technical: Financial) = **70:30**. i.e. ratio of 70:30 is to be maintained between Technical and Financial scores to arrive at the overall score.
- iv. Submission of technical presentation is mandatory.

6. Clarification of Bids

- i. To assist in the examination, evaluation, comparison, and qualification of the bids, the bid evaluation committee of NSKFDC may, at its discretion, ask any Institutes/Agencies for clarification regarding their bid.
- ii. Bidders shall submit their queries related to the Tender by email on or before 07.03.2024, 03:00 PM to the following email address: nskfdc-msje@nic.in.

7. Financial Bid Evaluation

The Financial bids of only those bidders who qualify in the technical evaluation will be opened. All other Financial bids will not be opened.

8. Final Bid Evaluation based on Quality & Cost Based Selection(QCBS)

- i. Bidder with the highest final composite score will be called for awarding the contract.
- ii. In case of a tie in the final composite score, the bidder with the higher Technical Score will be invited for awarding the contract and selection first.
- iii. **The work/job may be assigned to different parties in different States at discretion of NSKFDC provided rates are matched to quote of bidder with highest final composite score.**

9. Tender Fee and EMD

A demand draft of Rs. 1,000/- towards tender fee from any commercial bank drawn in favor of “**National Safai Karamcharis Finance and Development Corporation**”, payable at New Delhi shall be submitted along with the bid and it is non-refundable.

The intending bidders should pay along with bids an Earnest Money Deposit of Rs. 40,000/- The EMD shall be paid by Demand Draft drawn from any scheduled commercial bank in favour of “NSKFDC” payable at New Delhi. The EMD will not carry any interest.

The EMD submitted by the bidder will be forfeited if:

- The bidder withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender. Further, if successful bidder fails to accept the LOA
- The bidder withdraws his bid after processing but before acceptance of award of contract issued by NSKFDC
- The bidder violates any of the provisions of the terms and conditions of the tender specifications
- Final decision on EMD forfeiture will rest with the Competent Authority of NSKFDC

The EMD will be refunded to:

- The successful bidder, after successful completion of the implementation period (6 months).
- The unsuccessful bidders, only after acceptance of award of contract by the selected bidder or in case of cancellation of Tender
- The Earnest Money Deposit (EMD) will be refunded without any interest under all conditions.

Offers received without EMD will be summarily rejected

The bidders registered with MSME /NSIC are exempt from payment of tender fee and EMD if they produce a valid certificate.

10. Performance Bank Guarantee

- i. The successful bidder will require to submit a Performance Bank Guarantee issued by any scheduled commercial bank for 10% of the contract value valid for entire duration of the contract.
- ii. The Bank Guarantee may be invoked by NSKFDC in case of failure of vendor to adhere to the terms & conditions of the contract.

- iii. In case of delays in execution of project, NSKFDC may seek extension of the Performance Bank Guarantee for common rate period which will require to be acceded to by the vendor.

11. Payment Terms & Schedule

- i. It will be mandatory for the bidder to indicate their bank account number and other relevant E-payment details so that e-payments could be made.
- ii. The payment will be made as per the following terms, on production of the requisite documents.
- iii. All deductions on account of income tax as per prevailing law shall be made from the payment being made and such deducted taxes shall be remitted to the concerned tax department.
- iv. All Payments to be made in INR only and subject to liquidated damages and taxes, duties, penalties as applicable, if any.
- v. No advance payment will be given to the agency for eKYC, distribution of Ayushman card.

Payment schedule:

100% service charge based on number of Ayushman Card distributed to beneficiary target group under NAMASTE will be released to Service provider upon submission of documentary proof along with claim for the same.

12. Indemnity

Institutions / Agencies should agree to defend, indemnify, keep indemnified and hold harmless, NSKFDC, against all and any claims, loss, damage, demands or cost including but not limited to taxes/duties damages, expenses, penalties, liabilities, legal cost and any claims of whatever nature, arising from but not limited to any action, omission, willful conduct, negligence and/or breach of any term or condition under this tender. Institutions / Agencies shall always abide by the laws of the State and Central Government as applicable/in force from time to time. NSKFDC shall not be responsible for any repercussion on this tender on account of any change in Government Acts, Rules and Regulation, or for any failure on the part of the IA.

13. Arbitration

In case, a dispute or difference arises, between the parties about the terms and conditions of this agreement or pertaining to any other dispute relating to this agreement, and if both the parties to the dispute fail to get the dispute settled themselves, then any of the parties shall have a right to get the dispute settled under the Arbitration and Conciliation Act, 1996, including any statutory modifications, amendments, re-enactments thereof from time to time by reference to a sole arbitrator, to be appointed by the Managing Director of NSKFDC to decide the disputed matter. The award of the Arbitrator shall be final and binding on both the parties. Such arbitration shall be conducted in English language. Arbitration proceedings will be conducted in New Delhi. The fees and other incidental expenses incurred by the Arbitrator for conducting proceedings shall be borne by both the parties in equal share.

14. Force Majeure

If at any time, during the continuance of the contract, the performance in whole or in part by either party

of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, acts of God (hereinafter referred to as "events"), neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist. The decision of NSKFDC as to whether the performance or delivery has so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding **30 days**, the NSKFDC may at its option, terminate the contract without any obligation to compensate.

15. Terms and Conditions

- i. The Institutions/Agencies should apply only if they are willing to work in any States/UTs of PAN INDIA.
- ii. The Institutions/Agencies must submit the Tender Fee as mentioned in clause no.9.
- iii. The service charge shall be payable to the empanelled Institutions /Agencies based on the number of Ayushman Cards distributed to beneficiaries with proper supporting documents as proof of claim.
- iv. The Bidders will agree to match with the lower quote in case of different bids in different State. **The work/job may be assigned to different parties in different States.**
- v. The date, time and venue of each camp will be intimated in advance to NSKFDC. However the agency may undertake ward wise approach or any other feasible approach.
- vi. It shall be the empanelled institution's/Agencies responsibility to make all physical/other arrangements tentage etc. at your cost including giving adequate publicity in nearby areas of the camps and obtaining approval of the local authorities for organizing camps, if any is required.
- vii. Any liability/claims arising due to the organizing of camps shall be that of the empanelled institution/Agencies. It will be the sole responsibility of the institution/agency if any hurdles/losses occur while organizing the camps.
- viii. The Defect Liability Period shall be for a period of one year from the date of completion of the work. During this period, the vendor will be responsible to rectify any defect without incurring any additional cost.
- ix. Service Legal Agreement shall be entered with the service provider duly incorporating scope of work, roles and responsibilities of parties, conflict resolution mechanism, timeline of contract etc.
- x. Empanelled Institutions/Agencies will comply with other terms and conditions as per the Letter of Intent (LOI) to be issued by NSKFDC & such other terms as may be specified therein. NSKFDC may at its discretion assign work and venues to any one or more of the empanelled institution(s), depending upon its requirement, subject to fund availability.
- xi. In case the selected Bidder fails to reconfirm its commitment and is unable to start the process of registration of Health Insurance within one month after the sanction of Letter of Intent, the NSKFDC reserves the right to terminate Work order and designate the next ranked Bidder as the Selected Bidder and invite him forward of contract.

- xii. Period of empanelment: The empanelment for this work order will be valid for a period of 6 months w.e.f. the date of your acceptance of the Letter of Intent. NSKFDC reserves the right to cancel the empanelment of the institution/agencies at any time.

16. Submission & Evaluation of BIDS:

- i. The Bidders have to submit a TenderFee .
- ii. The Technical Bid as per Annexure-I with all relevant supporting documents along with tender fee) & Financial Bid as per Annexure-II) for service charges for the Verification, Authentication, Registration and Distribution Camp for (Ayushman Card) needs to be submitted in two separate envelopes duly superscribed as “Technical Bid” & “PRICE BID” of this bid document. Price bids shall open for those agencies who have qualified after technical evaluation.
- iii. The entire set of documents is required to be sent by post to Manager (NAMASTE) , NationalSafai Karamcharis Finance & Development Corporation, NSKFDC, NTSC, 3rd Floor, E-Block, NSIC, Okhla Industrial Estate - III, New Delhi - 110020 on or before **21.03.2025 (6.00 PM)** or can be dropped in the tender box available in the office premises during working days (9.30 am to 6.00 pm.)
- iv. NSKFDC reserves the right to amend, modify and change the terms and conditions of empanelment as deemed necessary.
- v. Please note that the Empanelment process can be cancelled by the National Safai Karamcharis Finance & Development Corporation (NSKFDC) on its discretion.
- vi. Validity: The bid should be valid for 90 days from the date of opening of the financial bid.

17. ImportantDates:

Sl.No.	Activity	Timeline
1.	Last date for seeking clarification by the applicants	07.03.2025 at 3.00 pm
2.	Last Date &Time for submission of Bids	21.03.2025 at (6.00PM)
3.	Opening of Technical Bid	24.03.2025 at (11.00AM)

The Proposal should be sent in a sealed envelope latest **by 21.03.2025 to-**

Manager (NAMASTE)

National Safai Karamcharis Finance and Development Corporation, NTSC, 3rd Floor, E-Block, NSIC, Okhla Industrial Estate - III, New Delhi - 110020

National Safai Karamcharis Finance & Development Corporation

S.No.	Details		
1.	Name of Institution/Companies/Organisation/Agency		
2.	Date of Incorporation		
3.	Registered Address		
4.	Address for Correspondence		
5.	TelephoneNo.		
6.	MobileNo.		
7.	EmailId		
8.	CEO/Director:-Name&Contactdetails		
9.	State(s) where the agency intends to work:		
10.	Experience of Bidder i.e. experience in organizing large-scale community registration, distribution camps, document verification (Year, Scheme wise)		
11	Experience in working with Ayushman Cards/similar scheme in State		
12.	Name of States where similar works undertaken along with name of scheme and FY		
13.	Eligibility	Documentary Evidence(self-certified) to be enclosed.	Page No.
a.	The Central/ State Government institutions/Public/Private companies/Trust /Societies etc. etc. should be atleast 3 years old. It should be having valid registration certificate under the relevant statute, under which it had been incorporated. It should have a Governing Council/Board of Directors.	Copy of the Registration Certificate and its renewal certificate showing validity. List showing name, designation and addresses etc of the Board / Council members, as per Annexure I (e).	

b.	Its accounts should have been audited up to 31.03.2024 by a firm of Chartered Accountants.	Acopy oftheAudited accountsforthe year 2023-24 along with Auditors Report. AcopyofAnnualReport/Activitiesof the institution/Companies /NGOs for2023- 24 be also provided.	
c.	It should not be black-listed or declared insolvent at any point of time.	Self-certifiedcertificatesignedbytheHead oftheInstitution/authorizedsignatoryon Letter Head of organisation.	
d.	Experience (Geographical Coverage, Similar Schemes (for Point 10,11,12 above)	Copy of Work Orders, Reports (certified by Client) Satisfactory performance letter (atleast one) from the sponsoring body	
e.	Details of any award or recognition received by the agency for such activities may also be provided.	Copy of letters/appreciation letter etc.	
f.	Name, Address & contact detail of Authorized Signatory to the Tender	Original letter of authority from the bidding institution with requisite details of the authorizedsignatory and his attested signatures.	

Declaration:

I hereby declare that above information submitted by me is true, correct and nothing is concealed and in the event it is found that any information is false or concealed or incomplete, NSKFDC can take action against me including cancellation of my empanelment.

Date:..... (SignatureofAuthorizedSignatory)

Place: Name.....

Designation.....

Financial Bid

NationalSafai KaramcharisFinance&DevelopmentCorporation

(Service Charges for Per Ayushman Card Distribution)

S. NO.		Amt. Per Ayushman Card(Rs.)
1	Bidder'sName:.....	
2	State(s) Chosen: PAN INDIA	
3	Consolidated service charge per eKYC <u>Distribution of Ayushman Card</u> & other incidental expenses Including activities indicated in Scope of Work other than Data completion of Family members	
4	Information completion of family members on NAMASTE IT platform (Cost per family Unit)	
5	Taxes extra, if any(applicable rate)	

Authorised Signatory

Tentative number of Ingested Beneficiaries

S.No.	State/UT	No. of SSWs
1	Andaman & Nicobar Islands	1
2	Andhra Pradesh	97
3	Arunachal Pradesh	43
4	Assam	55
5	Bihar	410
6	Chandigarh	15
7	Chhattisgarh	55
8	Delhi	1524
9	Goa	13
10	Gujarat	465
11	Haryana	218
12	Himachal Pradesh	114
13	Jammu & Kashmir	24
14	Jharkhand	237
15	Karnataka	825
16	Kerala	256
17	Ladakh	3
18	Madhya Pradesh	554
19	Maharashtra	809
20	Manipur	3
21	Nagaland	1
22	Puducherry	30
23	Punjab	2168
24	Rajasthan	1160
25	Sikkim	1
26	Telangana	737
27	Uttar Pradesh	3145
28	Uttarakhand	54
	Grand Total	13017

S.No	State	No. of MS
1	ANDHRA PRADESH	1725
2	ASSAM	411
3	GUJARAT	104
4	JHARKHAND	192
5	KARNATAKA	2227
6	KERALA	518
7	MADHYA PRADESH	469
8	MAHARASHTRA	6298
9	PUNJAB	140
10	RAJASTHAN	2314
11	TAMIL NADU	56
12	UTTAR PRADESH	20689
13	UTTARAKHAND	4779
14	WEST BENGAL	582
		40504