OFFICE OF THE CDM & PHO CUM DISTRICT MISSION DIRECTOR, KANDHAMAL
District Programme Management Unit, DHH, KANDHAMAL, Phulbani – 762001 (Orissa)
Ph./FAX : 06842-253249 (CDMO), 253190 (F.W.), 253220 (DPMU), e-mail reportsnrhmkan@gmail.com

Letter No. 7628 /NHM/ Date: 23 / 06 /2022

To

The Director, I & P. R. Dept,
Lok Sampark Bhawan, Bhubaneswar
e-mail: ipr.advt@gmail.com / iprenews@gmail.com

Sub: Publication of the advertisement.

Sir,

Please find here with a specimen copy of the advertisement for Publication of the same in Two No's of daily news paper (One time) by Date 25.06.2022.

This is for favor of your kind information and necessary action.

Yours faithfully,

24/6/2022

CDM&PHO cum District Mission Director
NHM, Kandhamal

Letter No. 7629 /NHM / Date: 23 / 06 /2022

1. Copy to the notice Board, DPMU, O/O-CDM&PHO, Kandhamal for wide publication.
2. Copy to the Head Clerk, O/o the CDM& PHO, Kandhamal for information and necessary action.
3. Copy to the DIO, NIC, Kandhamal for information with a request to publish the same along with the enclosures (enclosed herewith) in the district website for information of the candidates.
4. Copy to the DI&PRO, Kandhamal for information & necessary action.
5. Copy to the DPM/ DAM, NHM, Kandhamal for information and necessary action.
6. Copy to the EO, NAC Balliguda, Kandhamal for information & necessary action
7. Copy to the EO, Phulbani Municipality, Kandhamal for information & necessary action.
8. Copy to the DPHO, Kandhamal for information & necessary action.
9. Copy to the P.D DRDO, Kandhamal for information & necessary action.
10. Copy submitted to the Collector & DM Kandhamal for favour of kind information.
11. Copy submitted to the Mission Director, NHM Odisha for favour of kind information.

24/6/2022

CDM&PHO cum District Mission Director
NHM, Kandhamal

ZILLA SWASTHYA SAMITI, KANDHAMAL
Office of the CDM&PHO- cum- Dist. Mission Director, Kandhamal

Advt. No. 7627 **/2022** **Date:** 23.06.2022

Request for Proposal (RFP) for Operation and Management of UHWC under PPP

Request for Proposal(RFP) for Operation and Management of Urban Health & Wellness Center (U-HWC) under Public Private Partnership mode at NAC Balliguda to be submitted latest by 16.07.2022(5.00PM) to the O/o- CDM & PHO,Kandhamal Dist. – Kandhamal, pin – 762001 through **Speed post/ Register post/ Courier** only. The interested agencies like (NGO, Trust, Company etc.) can log on to **www.kandhamal.nic.in** for details of eligibility criteria, application form and other relevant documents etc. The authority reserves the right to cancel any or all application without assigning any reason thereof.

Sd/-
CDM&PHO-cum-District Mission Director,
Kandhamal

REQUEST FOR PROPOSAL for Operation and Management of Urban Health & Wellness Centre (U-HWC) under Public Private Partnership (PPP) mode

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or subsequently provided to bidder(s), whether verbally or in documentary form by or on behalf of the Urban Local Body (Municipal Corporation/ Municipality/ NAC) or any of their employees or advisors, is provided to bidder(s) on the terms and conditions set out in this RFP document. This RFP document is not an agreement and is not an offer or invitation by the ULB (Municipal Corporation/ Municipality/ NAC) or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their proposal and detailed Proposal. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the Department, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP document. Some bidders may have a better knowledge of the proposed Project than others. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. ULB (*Municipal Corporation/ Municipality/ NAC*) /District Authority / Department/State, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. ULB(*Municipal Corporation/ Municipality/ NAC*)/ District Authority / Department/State may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

ULB LOGO

ADVERTISEMENT

_____ (*Name of the Municipal Corporation/ Municipality/ NAC*)

_____ District

Advt. No: _____ **Date:** _____

Request for Proposal (RFP) for Operation & Management of Urban Health & Wellness Centre (U-HWC) under PPP.

_____ (*Name of the Municipal Corporation/ Municipality/ NAC*) invite **application** as per the prescribed RFP document from eligible entities registered under Society Registration Act/ Indian Trust Act/ Company Act/ Pvt. Hospitals (with registration from appropriate authority) for Operation & Management of Urban Health & Wellness Centre (UHWC) in partnership mode.

The eligibility criteria and detailed requirements for "Operation & Management of UHWC" are set forth in the RFP document which can be downloaded from the website: _____ Interested bidders fulfilling the eligibility criteria may submit their application, required documents & EMD as set forth in this RFP.

The interested bidders can submit the proposal with required documents through Speed post/Registered post/Courier only clearly super scribing the name of the UHWC applied for management of UHWC on the envelop to the _____ (*Name of the Municipal Corporation/ Municipality/ NAC*) **latest by** _____.

Incomplete applications/applications received from the blacklisted NGOs/ Trusts/ Company/ Pvt. Medical Colleges/Hospitals will be summarily rejected. The authority reserves the right for cancellation of the advertisement /selection / modification of guidelines for selection without assigning any reason thereof. No personal inquiry shall be entertained.

Municipal Commissioner/Executive Officer
(*Name of the Municipal Corporation/ Municipality/ NAC*)

TABLE CONTENTS

SECTION -1: NOTICE INVITING PROPOSAL

Detailed proposals are invited from the eligible entities to select for "Operation and Management of Urban Health & Wellness Centre (U-HWC) under Public Private Partnership mode

Important timelines

Sl. No.	Activity	Timeline
1	Date of Advt. publication.	Date: _____ (The detailed RFP document downloadable from the website: _____)
2	Last date & time for submission of proposal.	Date: _____ Time: _____ NB: **Proposals should be submitted through the** Speed post/Registered post/Courier only clearly super scribing the name of the UHWC applied for management of UHWC under PPP.
3	Date & time for opening of proposal	Date: _____ Time: _____
4	Address for submission of proposals	The Municipal Commissioner/ Executive Officer (Name of the Municipal Corporation/ Municipality/ NAC) Address: _____ _____

SECTION - 2: SCHEDULE FOR SUBMISSION OF PROPOSAL

Proposals are invited for operation & management of Urban Health & Wellness Centers (UHWC) as per the detailed given below.

Name of the ULB (*Municipal Corporation/ Municipality/ NAC*):_____

Sl. No	Name of the Urban HWC	Location of the UHWC
1		
2		
3		
4		
5		

N. B. Location of the UHWC can be changed by the ULB (Municipal Corporation/ Municipality/ NAC)

SECTION – 3: INSTRUCTIONS TO THE BIDDERS

3.1. Scope of Proposal

Interested bidder fulfilling the eligibility criteria may apply for the project by submitting their application for Operation and Management of Urban Health & Wellness Centre (UHWC) listed in **Section 2: Schedule of Proposal Submission.** The following points are to be ensured while applying for the projects.

(a) Detailed description of the objectives, scope of services, deliverables and other requirements relating to "Operation and Management of **Urban Health & Wellness Centre (UHWC)**" are specified in this RFP. The manner in which the Proposal is required to be submitted, accepted and evaluated is also explained in this RFP.

(b) Proposals must be submitted within the due date and time mentioned in this RFP.

(c) The selection of the bidder shall be on the basis of an evaluation (Desk appraisal/ Original document verification) by the appraisal committee and subsequent approval by the District Level Committee.

(d) The bidder shall submit the proposal in the form and manner as specified in this RFP. **There shall not be any Financial Proposal to be submitted in the tender, as this is a fixed cost based project. The cost of project is approximately @ Rs. 70 lakhs per UHWC per annum** as per provision made in the XV-FC Grant/PM-ABHIM grant. The cost can modified based on approval from GOI from time to time. The continuation of the project is also subject to the approval of the activity under XV-FC Grant/ PM-ABHIM grant.

(e) Upon selection, the selected bidder shall be required to enter into a MoU with the concerned (*Municipal Corporation/ Municipality/ NAC*) for implementation of the project. The implementation of the "Operation and Management of **Urban Health & Wellness Centre (UHWC)**" will be guided by the terms and conditions of the MoU.

3.2 Eligibility Criteria for the Bidder

The bidder fulfilling the following criteria are eligible to apply:

1. It must be registered under Society Registration Act/Indian Trust Act/Company Act/Clinical Establishment Act
   (a) If it is a NGO registered under Society Registration Act **[In case of other than home district (tender inviting authority), they must have Society Registration before the Registrar of Society cum IGR of respective State to work beyond one district]**, it must have the provision of health services, health care, primary healthcare, and any other health related services in its memorandum of association.
   (b) If it is a Trust, it is to be supported with the relevant trust deed to provide health services,

health care, primary health care or any other health related services.

(c) In case of company, it must be in Section 8 of Companies under the companies Act 2013 (erstwhile Sector 25 Companies under Companies Act 1956) with provision of healthcare as one of the businesses in the memorandum of association.

2. One person Firm is not eligible to apply.
3. To be eligible to apply, the bidder must be in existence for at least 5 years as on 31st March 2021. Organizations established/registered after 1st April 2016 are not eligible to apply.
4. The bidder must have minimum 5 years of experience in Health Programmes/ running Hospitals/ Social Development Sectors with Govt. / Private sector/ Own funding as on 31st March 2021.
5. The bidder in case of NGO/Trust must have Unique ID Number through the portal NGO-DARPAN of NITI Aayog.
6. The bidder should have an annual turnover of at least Rs 100 lakhs per each year in the last three financial year i.e 2018-19, 2019-20 & 2020-21.
7. The bidder in case of NGO/Trust should have been registered under 12-A of Income Tax exemption.
8. The bidder must not have been "blacklisted"/ "debarred" from participating in any tendering process by any State Govt./Central Govt. Institutions. An original affidavit in a stamp paper to this effect is to be submitted.
9. The bidder or any of its office bearers must not have been convicted/case pending against them by any court of law in India or Abroad for any civil/criminal offences. An original affidavit in a stamp paper to this effect is to be submitted.
10. In case the services of any bidder have been discontinued on the basis of the conduct of any financial irregularities, the said bidder shall not be allowed to apply. An original affidavit in a stamp paper to this effect is to be submitted.
11. The bidder must submit an undertaking for the willingness to sign the service level agreement towards the implementation of the project.
12. The bidder must submit a declaration that (i) it has not undertaken more than 10 Urban HWC (UHWC) projects in the State of Odisha and also not undertaken more than 5 UHWC projects in the District (ii) if selected shall not implement/undertake more than 10 projects in the State and not more than 5 projects in the applied districts with the XV-FC Grant/ PM-ABHIM Grant.
13. The bidder must submit original affidavit that any project of the bidder has not been terminated/ discontinued on the basis of the conduct of any financial irregularities in past.
14. The bidder or his/her authorized person has to sign all pages of the documents and all the mandatory documents.
15. EMD has to be submitted along with the application.

3.3. Submission of Proposal

The proposal shall be submitted through the following manner:

I. The interested bidder to **submit the proposal with required documents to the Municipal Corporation/ Municipality/NAC, _____ as mentioned in section - 2 schedule for submission of proposal.**

II. The information / data once submitted will be final and cannot be edited again.

3.4. Earnest Money Deposit (EMD)

EMD of **Rs. 40,000/- (Rupees forty thousand only)** per each UHWC applied for in the shape of a Demand Draft or Banker's Cheque in favour of _____ (*Name of the Municipal Corporation/ Municipality/ NAC*) for which the bidder is applying for is to be submitted in the application. The EMD must be reached on or before the last date & time for submission of application specified in the Section-1 of the RFP. Details of the Demand Draft or Banker's Cheque (DD/BC No. date, name of the Bank) must be mentioned in the appropriate box under application.

The EMD will be refunded after selection of the successful bidder. No interest will be paid on the EMD. **The proposal without EMD will not be considered. EMD of the bidder will be forfeited if it is discovered that the bidder has submitted false or forged or incorrect or misleading documents or information. In case of successful bidder, the EMD furnished by the bidder shall be refunded after submission of Performance Security for execution of contract.**

3.5. Supporting documents to be submitted

The following supporting documents required to submit during submission of application by the bidder in the appropriate locations. Below prescribed compulsory documents are mandatory to submit in the application form, failing which the submission may not be accepted.

Sl. No	Particulars
1	Application **form T1**
2	Copy of the Registration Certificate of the Agency (Appropriate registration under Society Registration Act/Indian Trust Act/Company Act./Clinical Establishment Act.
3	In case of NGO/ Trust Unique ID under the portal NGO Darpan of NITI Aayog to be submitted
4	Photo copy of the Memorandum of Association / By-Law / Deed of the Agency
5	Contract/MoU/Sanction order/Approval documents pertaining to the Agency work experience where duration of the projects has been mentioned.
6	Annual Financial Statements of last 3 years duly audited by a qualified CA. (As per **Form-T2**)
7	12A Registration certificate (In case of NGO/ Trust).
8	Photocopy of PAN Card.
9	Photocopy of the Bank Pass Book.

Sl. No	Particulars
10	An undertaking in the form of original Affidavit on stamp paper that the office bearer of the Agency has not been convicted by any court of law for any criminal offence (As per **Form-T3**).
11	An undertaking in the form of original Affidavit on stamp paper certifying that Agency is not blacklisted (As per **Form-T4**)
12	An undertaking that the Agency is willing to sign the service level agreement (As per **Form-T5**)
13	A declaration regarding not undertaken more than UHWC in the State & 5 UHWC in the district (as per the **Form T6**)
14	Declaration regarding submission of original copy of annual report and audit report (as per the **form T7**)
15	Proposal format (**as per the form T8**)
16	An undertaking in the form of original Affidavit on stamp paper that any project of the bidder has not been terminated/discontinued on the basis of the conduct of any financial irregularities in past. (**as per the form T9**)
17	List of Mandatory documents (**as per the form T10**)

All the documents should be signed by the authorized person of the bidder with seal and all documents must be clearly visible and readable. The bidder must show the same original documents during physical verification of documents before the Desk appralsal Committee. **In case the bidder fails to submit any supporting documents during the submission of application, further consideration of the same document shall not be entertained during physical verification of documents.**

3.6. Financial Bid:

No financial bid is required to be submitted as this is a fixed cost based project.

3.7. Number of Proposals

Interested bidders fulfilling the eligibility criteria may submit their proposal **separately** for any one / more than one **UHWC** against the advertisement, **subject to the condition mentioned in the clause No. 3.2.12 of the RFP.** Separate proposal with required documents and EMD **(for each UHWC applied for)** to be submitted.

3.8. Cost of Proposal

The bidder shall be responsible for all cost associated with the preparation of their proposals and their participation in the selection process. The ULB*(Municipal Corporation/ Municipality/ NAC)* will neither be responsible nor in any way be liable for such costs, regardless of the conduct or outcome of the selection process.

3.9. Acknowledgement by the bidder

(a) It shall be deemed that by submitting the Proposal through offline, the bidder has: -

(i) Made a complete and careful examination of the RFP;

(ii) Received all relevant information requested from the concerned ULB *(Municipal Corporation/ Municipality/ NAC)*.

(iii) Acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the concerned ULB*(Municipal Corporation/ Municipality/ NAC)* relating to any of the matters stated in the RFP Document;

(iv) Satisfied itself about all matters, things and information, necessary and required for submitting the Proposal and performance of all of its obligations there-under;

(v) Agreed to be bound by the undertaking provided by it under and in terms ;

(b) The ULB *(Municipal Corporation/ Municipality/ NAC)* shall not be liable for any omission, mistake or error on the part of the bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake in any information or data given by the concerned district authority.

3.10. Language

The proposal with all accompanying documents (the "**Documents**") and all communications in relation to or concerning the selection process shall be in English language and strictly as per the forms provided in this RFP. No other supporting document or printed literature shall be submitted with the proposal unless specifically asked for. In case any of these documents is in another language than English, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

3.11. Process of Selection

(a) After receipts of the application with required documents and EMD, the Appraisal Committee at the ULB *(Municipal Corporation/ Municipality/ NAC)* level will conduct screening process of the proposals received within the due date. The Committee will verify whether copies of all the required documents as per the advertisement have been submitted along with each proposal. If at all, any deficiency in document submission pertaining to the eligibility criteria is found out in any of the proposal, the same proposal shall be rejected.

(b) The Desk Appraisal Committee to be constituted at the level of respective ULB (*Municipal Corporation/ Municipality/ NAC)* level.

(c) As per the decision of the Desk Appraisal Committee, the shortlisted Agencies shall be finally called to the office of ULB (Municipal Corporation/Municipality/NAC) for necessary verification of their original documents vis-à-vis documents submitted in the application. The Desk Appraisal Committee shall verify the documents. Lateral entry of any documents by the Agency shall not be entertained.

(d) After verification of the original documents vis-à-vis documents submitted with original application, the Desk Appraisal Committee will award marks in the prescribed score sheet. No field appraisal process shall be conducted for selection.

(e) The merit list will be prepared those have secured **minimum 50%** marks in the score sheet in order to be eligible for merit. In case of more than one agency get equal score, the bidder having **highest total turnover** in 2018-19. 2019-20, 2020-21 shall get preference.

(f) The entire selection process will be approved in the District level Committee formed for XV-FC. Detailed process shall be recorded in the minutes of the meeting and the agency in top of the merit list shall be recommended and communicated to concerned ULB (Municipal Corporation/Municipality/NAC) for signing of the MoU for operation and management of the UHWC.

(g) In case the selected bidder shall not sign the MOU or not take up the project within the stipulated time, then the award will be offered to next bidder in the merit list for management of the UHWC.

3.12. Maximum ceiling limit of Projects:

(a) **A maximum number of 10 UHWC projects** can be sanctioned to a particular Agency in the State and maximum 5 UHWC project in a District out of XV-FC/PM- ABHIM grant. In this context, the agency should submit a declaration in the application for the same in the prescribed T6 format.

3.13. Post Selection Procedure:

i. After approval of the District level Committee, the district will send the list of the selected bidder along with the order of merit list to the concerned ULB (Municipal Corporation/ Municipality/ NAC).

ii. The concerned ULB(Municipal Corporation/ Municipality/ NAC) shall issue the letter of award to the selected agency for operation and management of Urban Health & Wellness Centre (UHWC).

iii. Within 30 days of the issue of the letter of award, the selected bidder will be required to inform the concerned ULB(Municipal Corporation/ Municipality/ NAC) in writing of its acceptance of the award and start the services as per the norms, failing which, the award will be offered to next order of merit bidder for management of the UHWC.

iv. On completion of these formalities, the ULB(Municipal Corporation/ Municipality/ NAC) will inform the selected Agency regarding date of signing of the service level agreement/MoU.

v. After signing of the MOU, the agency to submit the list of the manpower and security money to the concerned ULB (Municipal Corporation/ Municipality/ NAC).

SECTION 4:
TERMS OF REFERENCE FOR OPERATION & MANAGEMENT OF URBAN HEALTH & WELLNESS CENTRE

4.1. Introduction/Background

- The National Urban Health Mission (NUHM) was set up in 2013, as a sub mission of the National Health Mission, to improve the health status of the urban population in general, but particularly of the poor and other disadvantaged sections through facilitating equitable access to available health facilities by rationalizing and strengthening the existing capacity of health delivery.
- Under Ayushman Bharat, Urban Primary Health Centres (UPHCs) are being strengthened as Urban Health and Wellness Centres- Health Wellness Centre(UPHC-HWC) to deliver Comprehensive Primary Health Care (CPHC). Currently, this is done through enabling Urban PHCs, covering a population of 50,000. Outreach functions in this population, are undertaken by five ANMs and 20-25 ASHAs, with a normative coverage of a population of 10,000 served by a team of one ANM and five ASHA.
- Healthcare needs and aspirations of urban residents are different from those in rural areas. The current strategy of relying on outreach teams of ANM and ASHA alone to provide selective services is not sufficient. State experiences demonstrate that provision of health care services by trained service providers from facilities closer to poorer, and vulnerable urban communities is likely to improve access to an expanded range of services, reduce OOPE, improve disease surveillance, and strengthen referral linkages. At the same time, state experiences also show that the establishment of "Poly Clinics" in selected Urban Primary Health Centres, enables reach of specialist services to poor communities, thus building trust in the public health system.

4.2. Urban Health & Wellness Centres (UHWCs)

Urban HWCs (UHWCs) are envisaged to decentralize comprehensive primary health care services below the existing UPHC level in NUHM targeted cities, act as a standalone facility in smaller towns & peri-urban areas. This is the first point of call for accessing primary health care services in urban and peri-urban areas.

The proposed UHWC is completely a new public health structure in urban areas which will cover smaller population cohorts (15,000-20,000 urban population) residing in the slums, similar habitations & peri-urban areas.

The Urban-HWC would also enable strengthening the continuum of care for upward and downward linkages, improve access to high quality care, minimize the out of pocket expenditure incurred on health care services, and decongestion of secondary and tertiary health care facilities.

4.3. **Location of the UHWC :** The location of the UHWC shall be finalized by ULB((Municipal Corporation/ Municipality/ NAC) and regarding functional of UHWC, the following options can be undertaken ;

Option- 1 (Building on rent)

- Hiring cost of the building in the identified location
- Provision of fund for Security charges for House Rent , White washing , branding, sinages, hoarding, interior suits to medical set up including power back up etc.

Option- 2 (Govt./ ULB/Community Building)

- Provision fund for Minor repair/maintenance of exiting building, White washing, branding, sinages, hoarding , interior suits to medical set up including power back up etc

Option -3 (Prefab structure in Govt land)

- Provision of fund for Peripheral area development like boundary wall, sheds for yoga & wellness activities, sinages, hoarding, power back up etc.

The facility should be located away from the garbage collection site, water logging area, cattle shed and it should be connected with all whether road, water supply & electricity facilities. The UHWC should not be located in areas which are within 3 kms distance of an UPHC- HWC, Urban CHC, SDH, DHH or any other Govt. health facility. The operational area/boundary of the UHWC to be notified by the concerned CDM & PHO in case of Municipality/NAC/peri urban area and ADUPHO in case of Municipal Corporation area.

4.4. Service Areas under UHWCs

Urban HWCs would have 9 Service areas which primarily includes outpatient care for a range of Primary Health Care Services as per CPHC guidelines , ancillary health care services like Diagnostic, Physiotherapy, Nutrition Counseling, Outreach services, Public health functions related to surveillance and early outbreak management as well wellness activities at community level. The details of services areas under the UHWC are as follows.

Sl. No.	Service Areas	Description of Major Features
1	OPD Services	**Team at OPD: The team** responsible for delivering OPD Services is constitute of **one MBBS Doctor and one Staff Nurse.** **Proposed Services at OPD:** UHWC will provide 12 Types of comprehensive primary Health Care services as per CPHC guidelines. **NCD Clinic at OPD:** Each 30 + population coming to attend OPD shall be screened for common NCDs by the SN before attending general OPD & appropriate measure shall be taken to treat confirmed cases as per the NCD guidelines. **OPD Timings:** The general working hour of UHWC OPD would be 8 AM to 11 AM (morning) and 5 PM to 8 PM (evening). However, it may be changed basing on the notifications issued by Govt. time to time.

Sl. No.	Service Areas	Description of Major Features
		Referral: UHWC may facilitate for referral of patients to nearest higher health facility/Poly clinic as per the severity of the case.
2	Drug Dispensing Unit	**Manpower:** This Department will be managed by a Pharmacist. **Availability of Drugs at OPD:** Govt. will supply drugs to individual UHWC. The UHWC will submit indent to tagged UPHC/other health institution for supply of drugs out of existing EDL till direct online indent to OSMCL. The concerned UHWC shall procure the drugs following due procedure.
3	Diagnostic Services	**Manpower:** This Department will be managed by a Lab Technician. **Types of in-house tests to be taken up:** 50 types of tests are proposed to be conducted at UHWCs including 24 Types as recommended under Free Diagnostic services for PHC level. **Designated Microscopy Centre (DMC):** Testing and collection point of sputum through installing cough collection box etc. **Out-house Tests:** LT will refer UPHC/UCHC & other referral institutions for any other tests not prescribed at UHWC level. **Quality Assurance:** Calibration of equipment/instruments shall be done on regular basis with the support of technical agency. Qualified Pathologist may be hired at least one day in a week for providing handholding support to LT for improving his/her skill sets.
4	Tele-consultation Services	**Person Responsible:** The OPD team at UHWC is responsible for facilitating conduction of tele-consultation services. **Tele-consultation Services:** UHWCs will be connected to tagged Poly-clinic/other hubs for tele-consultation services on fixed day
5	Physiotherapy Services	**Manpower to manage Physiotherapy Wing:** This division at UHWC will be managed by a qualified Physiotherapist. **Scope of Services:** The Physiotherapy services will be made available at both facility & community level. This facility based physiotherapy services will be opened for 5 days in a week for general patients. One day in a week will be devoted for providing extended physiotherapy services at community level for identified home bound cases those are unable to rotate.

Sl. No.	Service Areas	Description of Major Features
6	Yoga Services	**Manpower at Yoga Wing:** One Yoga Therapist will be engaged on part time basis, suits the local timings to conduct Yoga sessions at UHWC or at feeding areas of respective UHWC. **Place of Yoga Sessions:** Yoga Sessions may not be conducted preferably at facility level or at nearest park, common civic centre, Common room at nearby larger Society etc. **Session Timings:** Per day 2 sessions can be planned i.e. 1st session in the morning and other at evening and each session should be of minimum 2 hours.
7	Outreach Services/ Community Mobilization	**Manpower Responsible for Outreach Services:** HW-M will own this activity. He will work in coordination with Health Worker (Female) of virtual SCs of his area. **Major Tasks at Community Level:** **Outreach session:** The UHWC shall act as **Urban Health and Nutrition Days (UHND)** and **fixed immunization day (FID)** session site. As per the micro plan, UHND and FID sessions shall be held once in a month as per the outreach micro plan of the HW (F). **Screening Services:** Two rounds of population based Screening for common NCDs including TB, Leprosy and Mental health shall be done every year and updated in portal as per existing guidelines. **Focused Group Discussion (FGDs):** 2 Small group meetings per month of patients with common NCDs will be organized to mobilize new patients for treatment & address dropout if any. Local ASHA & MAS must be involved in the process to mobilize patients for such meetings. **Identify home bound** cases need physiotherapy services & registered at UHWC level for extended services. **Follow up of cases under long term treatment through home visits** as per prescribed schedule of individual programme/ at least once in month for ensuring medicines, individual / Family Counseling and advice. **Review and monitoring** of MAS activities/expenditure and the outreach services (UHND, FID immunization sessions, outreach camps, NCD camp etc.) within the geographical areas of the UHWC. The UHWC to facilitate the outreach activities within the operational area. **Vulnerability assessment** of the slums within the operational area of UHWC to

Sl. No.	Service Areas	Description of Major Features
		be conducted/updated on yearly basis.
8	Disease Surveillance	**Responsibility decentralized for Improving Reporting:** HW-M in S, LT in L and Doctor at OPD in P format shall prepare report as per IDSP guidelines. Pharmacist will Keep the soft copy of the same for record and communicate the S format to ANM and L & P Format to concerned person at UPHC level for compiled report. **Water Testing** (kits based) will conducted in the laboratory and report will be shared. **Contact tracing and implement** containment measures for pandemic diseases. **Early outbreak management:** The whole Team at UHWC shall act as Rapid Response Team (RRT) in case of epidemic management.
9	Wellness Initiatives, IEC/BCC	The ambit of wellness activities spread across multiple dimensions and can broadly **categorized in 3 areas i.e. Physical, Mental & Cross Cutting areas**. The suggested activities are as follows. • **Physical Wellness Initiatives:** Walkathons, Marathons, Sports activities, Aerobics, Zumba, Open Gyms etc. • **Mental Wellness Initiatives:** Meditation, Health Talks/ Counseling, Laughter Clubs, Staying positive Community Campaigns, Aerobics for the children of the locality, raising awareness of mental health issues etc. • **Crosscutting Areas:** Campaigns on TB Free, Healthy Villages, Water Bell at school level, Eat Right/ Balanced Diet, Health Calendar/ Health days etc. • The facility should have prominent board displaying the name of the centre, services available, timings, citizen charter including patient right. IEC materials on various schemes/programs, protocols to be displayed in the facility. • Weekly sessions (two days in a week) on diet/ nutrition counseling and healthy life styles.

4.5. Management of UHWCs under PPP

- The Agency must ensure delivery of preventive, promotive, and curative care as well as all public health functions related to surveillance, management of outbreaks, etc. The agency to engage the Centre Coordinator in each UHWC to ensure day to day management of the UHWC.

4.6. **Administrative/Reporting Hierarchy:** Each UHWC will report to one selected UPHC-Poly Clinic/ UPHC or PHC/ CHC/ SDH/ DHH (where UPHC is not exist).

4.7. **NIN-ID for UHWCs:** These Urban-HWCs shall have a National Identification Number (NIN-ID) and register on the AB-HWC portal after duly mapping of the hierarchy.

4.8. Modalities for Engagement of HR under UHWCs

HR engagement procedures for UHWCs managed through PPP mode: It is the responsibility of the Agency to select competent HR adhering to the prescribed eligibility norm and, observing proper selection process.

Team Based Incentives to UHWC staff: The staff working under UHWC will be given monthly incentive on achieving set deliverables as per the norms.

4.9 Procurement & Supply of EIF :

The ULB (Municipal Corporation/ Municipality/ NAC) shall procure the equipment, instrument & furniture and shall handover to Urban HWC. Further, Computers, laptops, printer, scanner and its peripherals shall also have to be procured for OPD, DDC, office/staff and outreach program adhering the procurement norms.

4.10 Building for UHWCs

Minimum Space required to run a UHWC: 2500 Sqft

Areas	Approx Built up area (in Sqft)
OPD	300
Dispensing	150
Dressing & Injection Room	150
Lab	300
Physiotherapy	300
Weliness room including Yoga Centre	300
Store	200
Patient waiting Space with Toilets for Male & Female	300
Office room	200
Observation and emergency room	300
Total	**2500**

However, building with more space if available within the approved rate can be taken on rent by the agency .Parking space should be available and the building should barrier free and easy access to the patient.

City wise House Rent Approved

Sl. No	Types of Cities	Maximum ceiling of House Rent approved (inclusive water, electricity etc.)
1	Corporation Cities	Rs.25,000/-
2	Municipalities/NAC	Rs.20,000/-

4.11. **Refurbishing of existing Building:** Refurbishing of hired / Government Building shall be done.

4.12. **Training and Capacity building:** The staff of Urban-HWC would be oriented/trained in different thematic areas through capacity building plan to deliver primary health care and improve public health functions, as well in the use of Digital and IT systems to access online.

4.13. **UHWC Management Committee:** A committee shall be formed in each UHWC to look after day to day management of the facility.

4.14. **Financial Management procedures**

A sum of maximum upto Rs. 70 Lakhs per annum has been approved under XV-FC for operationalisation of each UHWC. This annual grant will be utilized for taking up of different activities as detailed out in this approved UHWC guidelines & Budget.

A part of the sanctioned fund shall be released to Individual Institution (UHWC) from the ULB and HR and management cost of the project shall be released to the selected agency.

Negative List: The selected agency should utilize the grant as per the approval heads. The fund under the XV-FC health grants should not be used for any other mandate, apart from the components listed for the utilization of the health grants under XV-FC.

4.15. **Reporting & Monitoring**

A dashboard will be prepared to monitor the activities of XV-FC grants, which would track the physical as well as financial progress. The UHWC shall submit different reports in due time to the District/City.

- The report on (HIMS/ standalone/ NCD/ DCP/ vital statistic/ UHND/ Immunisation / Community process) of UHWC will be submitted as per the standard format/ template to the reporting unit
- The report of the virtual sub-centre shall be complied and consolidated at UHWC level
- The Outreach activities i.e UHND, Immunisation, special outreach camp, ASHA/ MAS activities etc shall be reported by the UHWC

Review

- Monthly review of UHWC and outreach activities in the presence of hospital/field staff.
- Visit of MO to the UHND /immunization /outreach camp sites
- Quarterly review of the progress of UHWC at ULB(Municipal Corporation/Municipality/NAC) level

SECTION 5: PRINCIPLE OF AGREEMENT

5.1 Both the parties agree to view the arrangements enforced by this agreement as a Public Private Partnership in management of Urban Health & Wellness Centre (UHWC). Such a partnership is seen as a step towards strengthening the Public Health System and as a measure towards facilitating and building the capacity of the state to manage such facilities by demonstrating models for comprehensive primary health care, with an emphasis on active community engagement.

5.2 Both parties also recognize that the spirit of such a Public Private Partnership is essentially to share risks and rewards in such a manner so that comprehensive primary health care can be provided to those who need these services. It is expected that such partnerships with organizations that have competence and credibility offers the governments avenues to leverage the knowledge and expertise of such organizations to improve management and delivery of comprehensive primary health care services.

5.3 Both parties are committed to enhance the health and well-being of residents of the area covered by the facilities in this agreement by providing high quality service, innovation and development and to meet identified needs within the resources available to both the parties.

5.4 The selected agency agrees to undertakes/implement all National/States Health Programmes/ Health interventions/activities including outreach activities mandated as per the guidelines.

5.5 The Agency would furnish a certificate of up-to-date payment along with copies of scroll to the ULB(Municipal Corporation/Municipality/NAC) every month.

5.6 The agency shall abide all the norms/guidelines /protocols of concerned ULB (Municipal Corporation/Municipality/NAC) and Govt. of Odisha/Government of India.

5.7 The Agency will establish a transparent and "open to public" grievance redressal system within the facility.

5.8 The Agency will agree that the concession granted will not be treated as a business venture and will not be used to, make profits.

5.9 The Agency agrees that no money would be collected from the users of the facilities for any clinical consultation and service, diagnostic services or any other service provided in the facilities.

5.10 The Agency will commit that no new building/extension to the existing will be undertaken without the prior written approval of ULB(Municipal Corporation/Municipality/NAC), failure to adhere to this provision will lead to cancellation of the agreement forthwith and Government /Dist. Administration/ULB(Municipal Corporation/Municipality/NAC) will take over the facilities without any notice.

5.11 The Agency agrees that by signing the Service Agreement, no right on the property and assets of the facilities will be transferred to them now or at any future data. The Agency will not claim any properterial rights on land, buildings or any moveable or immoveable assets existing on the land pertaining to the facilities or in use in the facilities.

SECTION- 6 : SERVICE DESCRIPTION AND RESPONSIBILITIES

6.1 The services include the comprehensive primary healthcare package encompassing outreach, including behavioral change through health education and health promotion, clinical and public health services. The indicative list of Services to be provided at the UHWC are given below ;

Sl. No	Services	Brief Description
1.	General OPD Service	The OPD working hour would be 8 AM to 11 AM and 5 PM to 8 PM. However, it may be changed basing on the notifications issued by Govt. time to time. Services to be provided in OPD are; Diagnosis and screening of patients attending Allopathic OPD, prescription of free drugs, referral of complicated cases. In case of emergency, the UHWC Staff shall attend the patient even it is beyond the general working hour.
2.	Care in pregnancy and Maternal health	• Early registration of pregnancy and Antenatal check-up. • Identifying HRP, GDM • Post Natal Cases, counseling etc.
3.	Neonatal and infant health care services	• Identification and management of high risk newborn. • Management of BA, ARI, Diarrhoea. • Identification & referral for congenital anomalies and AEFI. • Complete Immunization, Vit. A Supplementation
4.	Childhood & adolescent health care services	• Identification and management of vaccine preventable diseases. • Early detection & referral for abnormalities, delay and disability. • Prompt Management of ARI, acute Diarrhoea and detection of SAM • Adolescent Health counseling.
5.	Reproductive health and Contraceptive Service	• Provision of condoms, OCP, ECP and insertion & removal of IUCD. • Identification and management of RTIs/STIs • Counseling for Family Planning, access to spacing methods and treatment of hormonal & menstrual disorders track infection etc.
6.	Management of communicable diseases including NHP	• Diagnosis and management of VBDs • Provision of DOTS for TB and MDT for leprosy • HIV Screening
7.	Management of Common communicable diseases and acute simple illnesses	• Identification, management and referral of common fevers, ARIs, diarrhoea, skin infections, cholera, dysentery, typhoid, hepatitis, rabies and helminthiasis. • Management of common aches, joint pains, and common skin conditions, (rash/urticaria)
8.	Screening & comprehensive management of NCDs	• Screening, treatment and referral for Hypertension and Diabetes. • Cancer – screening for oral, breast and cervical cancer and referral for suspected cases of other cancers • Screening and follow up care for occupational diseases, fluorosis,

Sl. No	Services	Brief Description
		respiratory disorders (COPD and asthma) and epilepsy
9.	Basic ophthalmic and ENT care services	• Identification and treatment of common eye problems • Management of common colds, ASOM, injuries, pharyngitis, laryngitis, rhinitis, URI, sinusitis, epistaxis • Manage common throat complaints and removal of foreign body.
10.	Basic dental health care	• Screening and basic management for common oral health conditions. • Oral health education about dental caries, periodontal diseases, malocclusion and oral cancers.
11.	Basic geriatric health care services	• Management of common geriatric ailments; counselling, supportive treatment • Pain Management and provision of palliative care with support of ASHA
12.	Emergency Medical Services	• Stabilization care and first aid before referral in common conditions. • Identify and refer cases for surgical correction cysts / lipoma/ haemangioma/ ganglion and other conditions.
13.	Screening & basic management of mental health ailments	• Detection, referral and follow up of patients with severe mental disorders • Dispense follow up medication as prescribed by the Medical officer at UPHC/ UCHC or by the Psychiatrist at DH.
14.	Drug Distribution Centre(DDC)	• DDC branding as per "Niramaya" guidelines • Available drugs as per the EDL • Local purchase of drugs
15.	Diagnostic services	• 50 types of tests to be conducted at UHWCs. • Testing and collection point of sputum through installing cough collection box etc. • Refer to referral institutions for any other tests not prescribed at UHWC level. • Calibration of equipment/instruments shall be done on regular basis with the support of technical agency.
16.	Health Promotion / Wellness activities	• Conducting yoga sessions • Organizing other wellness activities/sessions • Organizing wellness activities as per Fit India Movement.
17.	Tele-consultation Services	UHWC is responsible for facilitating conduction of tele-consultation services.
18.	Physiotherapy Services	• The services will be made available at both facility & community level. • This facility based physiotherapy services will be opened for 5 days

Sl. No	Services	Brief Description
		in a week for general patients and one day in a week at community level for identified home bound cases those are unable to rotate.
19.	Outreach services	• Facilitate UHND /immunization session within the UHWC areas • Facilitate ASHA/MAS/WKS activities • Facilitate/organize the special outreach sessions/camps • Vulnerability assessment of the slums within the operational area of UHWC to be conducted/updated on yearly basis

6.2. Key Deliverables of the Project:

Sl. No	Activities	Deliverables
1.	All prescribed manpower are in position.	There is no vacancy of maximum 60 days of any position in the UHWC throughout the year.
2.	OPD Service (Allopathic)	Min. Avg. OPD 40/day
3.	Laboratory Services	All 50 tests are available as per the standard list under free diagnostic services for UHWC
4.	ANC/PNC Clinic	9th of every month UHWC conducted Pradhan Mantri Surakshita Matrutya Abhiyan (PMSMA) as per the guideline. ANC/PNC check up to be conducted
5.	12 HWC services	All the services under the UHWC should be rendered in the facility
6.	NCD Clinic/Screening	Daily- OPD and services to the NCD patients.
7.	Functional Designated Microscopy Center (DMC)	Functional Designated Microscopy Centre
8.	Functional Physiotherapy Centre	Five days Physiotherapy Services at the facility and one day at community level
9.	Health Promotion and disease prevention (U HWC)	Conducting/observation of Health Days as per wellness calendar and yoga sessions as per the approved budget
10.	UHWC managing committee	Meeting of the UHWC managing committee as per the mandate
11.	Maintaining Quality Standard and other statutory norms	All the standard norms under BMW/fire safety and other statutory norms to be adhered in the facility
12.	Outreach services	Must oversee/monitor the effective implementation of the community services program i.e MAS,ASHA, WKS activities and UHND sessions, Immunization, special health camps, screening camp for sanitary workers, NCD camps etc.
13.	Yoga Services	Six days in week at the facility or other places as per the decision of the ULB

6.3 Human Resources to be required for operation and management of UHWC:

Followings are the Human Resources required to be positioned in the UHWC for operation and management of UHWC.

Sl. No.	Category of Staff (to be selected as per Govt. eligibility norms)	No of post.	Eligibility Qualification
1.	Medical Officer (Allopathic)	1	• Age- S/he must have attained the age 21-70 years. • MBBS degree from an institute recognized by Medical Council of India. Must have valid registration from the Odisha Council of Medical Registration.
2.	Pharmacist	1	• Age- The age should be between 21-50 years for fresher and upto 65 years for retired person. • Minimum Qualification- Degree/Diploma in Pharmacy from a Govt./Govt. recognized Institution. Minimum 1 year Experience in managing a drug store in a reputed hospital/health center
3.	Staff Nurse	1	• Age- The age should be between 21-50 years for fresher and upto 65 years for retired person • Minimum Qualification-The candidates must have passed the +2 Science examination & shall have completed GNM course from institution recognized by Govt. and approved INC and must have registered in the Odisha Nursing Council.
4.	Lab Technician	1	• Age- The age should be between 21-50 years for fresher and upto 65 years for retired person • Minimum Qualification-The candidates must have passed in Diploma in Medical laboratory Technology from AICTE/ AICTE approved institutions/ State Govt. recognized institutions.
5	Health Worker (Male)		• Age- The age should be between 21-50 years for fresher and upto 65 years for retired person • Minimum Qualification- Degree/Diploma in Pharmacy from a Govt./Govt. recognized Institution. • He/ She should have passes odia language in M.E standard.
6	Physiotherapist – Part time		• Age –The age should be between 21-50 years by the date of advertisement • Eligibility: The Candidate must have passed Bachelor degree in Physiotherapy from a recognized university or institution. The Degree must be 4 years and 6 months of full time course including 6 months of compulsory internship.
7	Yoga Teacher- Part time		• Age – The age should be between 21-50 years by the date of advertisement • Eligibility: The candidate must be an M.A. in Yogic Science/ M.A. in Human Consciousness and Yogic Science/ PG Diploma in Yoga/ 1yr Diploma in Yoga from an Institution / College

			affiliated from a recognized University of "the State/ LO + 2 pass who have obtained yoga Wellness Instructor Certificate from Yoga Certification Board. He should belong to the same District where the HWC is situated. He should be able to read, write and speak odia Female: The candidate must have passed to +2/ Intermediate Examination recognized by Central/ State Board and She should belong to the same Ward. In case of non availability of in same she should belong from same district. She should be able to read, write and speak Odia. She should be of sound Physical and Mental Health and devoid of any Physical Infirmity/ deformity which may create hindrance for discharging the above responsibility
8.	Centre Co-ordinator	1	• **Age-** The age should be between 21-45 years by the date of advertisement • **Qualification** : The candidate must have master degree in Hospital administration/Public Health management/Business Administration
9.	Support staff	1	• **Age-** S/he must have attained the age 21 years. • **Minimum Qualification-** Minimum 8th Standard.
10	Cleaning Staff	1	• **Age-** S/he must have attained the age 21 years. • **Minimum Qualification-** Minimum 8th Standard.
11	Security Guard	1	• **Age-** S/he must have attained the age 21 years. • **Minimum Qualification-** Minimum 8th Standard

The Staff so engaged / recruited/ appointed by the Agency shall be exclusively on the pay roll of the bidder and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the Government. The Agency shall be solely responsible for the performance and conduct of the staff notwithstanding the source of hiring such staff. The Agency shall be fully responsible for adhering to provisions of various laws applicable on them including labour laws. In case the Agency fails to comply with the provisions of applicable laws and thereby any financial or other liability arises on the Government by Court orders or otherwise, the Service Provider shall be fully responsible to compensate/ indemnify to the Government for such liabilities. For realization of such damages, Government may even resort to the provisions of any Act, which is in force or other laws as applicable on the occurrence of such situations.

SECTION-7: TERMS & CONDITIONS.

7.1 The Selected bidder will have to open a separate saving bank account for this grant-in – aid in any Nationalized Bank. The account will be opened in the name of the project, which shall be operated jointly by at least two office bearers authorized for the purpose by the management committee of the Agency.

7.2 The selected bidder has to submit the monthly progress report on the functioning UHWC to ULB(Municipal Corporation/Municipality/NAC)/CDM & PHO at district level/ADUPHO at the Corporation city level /NHM, Odisha/Housing & Urban Development Department at State level in the prescribed format.

7.3 The amount of grant should be utilized only for the purpose for which it is sanctioned and the unspent balance of the grants shall be refunded/ adjusted after the close of the financial year.

7.4 The selected bidder will submit monthly statement of expenditure to the ULB (Municipal Corporation/Municipality/NAC)/District/City with a copy to NHM/Housing & Urban Development Department. At the end of the project year, the selected bidder shall furnish annual report of the project along with the audited reports.

7.5. Period of Partnership

The duration of the contract will be initially for **One year.** However, the contract may be extended further up to a maximum period of four years (renewal on bi-annual basis) subject to the fund provision approved under XV-FC/PM-ABHIM grant and satisfactory performance of the selected bidder in UHWC operation and management.

7.6. Award of Contract and Agreement

On evaluation of proposals and decision thereon, the selected bidder shall have to execute a bi-partite agreement with the ULB within 15 days from the date of acceptance of their bid is communicated to them. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit performance security as per norm.

7.7. Commencement of Service

The selected bidder shall commence the service within **30 days** from the date of issue of award of contract. If they fails to commence the service as specified herein, the ULB (Municipal Corporation/Municipality/NAC)/ may, unless it consents to the extension of time thereof may cancel the agreement and forfeit the Performance Security.

7.8. Performance Security

The selected bidder on acceptance must provide a Bank Guarantee for Rs.1,00,000/- (Rupees One lakh only) per UHWC to the _____ULB(Municipal Corporation/Municipality/ NAC)/ , from a Nationalized Bank valid for a period of minimum one year as performance security of the project which will have to be extended for a further period based on the period of extension. **In case of non-submission of performance security or fails to execute the contract by the successful bidder, the EMD furnished by the successful bidder shall be forfeited.**

7.9 Payment

- Grant-in-Aid for the project shall be released to the selected Agency on the basis of budget provision made in the XV-FC/PMABHIM.
- The disbursement/release of funds by ULB (Municipal Corporation/Municipality/NAC)/ to the Agency would be in three installments i.e. 30%, 35% and 35% in advance of total project cost.
- The 1st installment i.e. 30% will be released after signing of the MoU and submission of the performance security. The 2nd installment, i.e. 35% will be released on 4th month after receipt of the utilization certificate for 75% of 1st installment. The 3rd installment i.e 35% will be released after receipt of the utilization certificate for 75% of 2nd installment on 9th month of annual project period.
- The team based Incentive under HWC to staff shall be released on monthly basis as per the norms.
- The annual budget of the project may be revised time to time on the basis of approval in XV-FC/PM-ABHIM.

7.10: Performance Monitoring and Standard of Services

- The performance of the Agency will be monitored largely on the basis of output based indicators specified in the key deliverables. These indicators and performance standards can be suitably expanded and/ or modified in the interest of better service delivery to the general public.
- The indicators of health service delivery expected from the Agency are of the minimum standard. The Agency would be encouraged to serve as a role model and to provide services at a much higher standard.
- State shall use other mechanisms such as Health Management Information System (HMIS), and external monitoring process to assess performance on key indicators.
- Review meeting will be held and attended by appropriate levels of officials of the Government and from the selected agency to review the performance, the anticipated outcome as per the agreement and future service developments and changes.

- At the State level, NHM/ Health & Family Welfare Department and Housing & Urban Development Department will monitor, review and evaluate the programme. Various inputs/suggestion shall be given for improvement and mid-course correction and address the difficulties faced by the Agency in running of the UHWC.
- The ULB (Municipal Corporation/ Municipality/ NAC)/ District will make assessment of the project in every six months of operation of the project. However, concurrent monitoring shall be conducted by ULB (Municipal Corporation/ Municipality/ NAC)/District/City officials as when required and submit the report to appropriate authority
- Annual assessment will be conducted by the District & ULB (Municipal Corporation/ Municipality/ NAC) to assesses the performance of UFWC by using a standard format and submit the report/recommendation for continuation / discontinuation of the project based on the performance.
- Evaluation of the project will be conducted by an Independent External Agencies after two years of completion of project period.

7.11. ARBITRATION

- If the Agency fails to resolve their dispute or difference by such mutual consultations within thirty days of commencement of consultations, then either the Government or the agency may give notice to the other party of its intention to commence arbitration, as hereinafter provided. The applicable arbitration procedure will be as per the Arbitration and Conciliation Act 1996 of India. In that event, the dispute or difference shall be referred to the sole arbitration of an officer as the arbitrator to be appointed by the Government. If the arbitrator to whom the matter is initially referred is transferred or vacates his office or is unable to act for any reason, he / she shall be replaced by another person appointed by the Government to act as Arbitrator.
- Services under this agreement shall, notwithstanding the existence of any such dispute or difference, continue during arbitration proceedings and no payment due or payable by the Government shall be withheld on account of such proceedings unless such payments are the direct subject of the arbitration.
- Unless such payments are the direct subject of the arbitration.
- Venue of Arbitration: The venue of arbitration shall be the place from where the agreement has been issued.

7.12. BREACH

If either Party breaches the Conditions Contract or these Terms and Conditions and fails to remedy such breach within 30 days of written notice from any other Party calling for the breach to be remedied, then the non-breaching Party shall be entitled, without prejudice to any other rights that it may have in law, whether under the Contract or otherwise, to cancel the Contract without notice or to claim immediate specific performance of all the defaulting parties.

7.13. PENALTY

If the Agency fails to provide services as stipulated in the Service Description at Section-6, the ULB (Municipal Corporation/ Municipality/ NAC) shall be entitled to fix penalty which would be deducted from the dues payable to the Agency. However, in case there is no amount is due for payment to the Agency, the penalty shall be recovered from them.

7.14. FORCE MAJEURE

No penalty or damages shall be claimed in respect of any failure to provide service, which the agency can prove to be directly due to a war, sanctions, strikes fire, flood or tempest or Force Majeure, which could not be foreseen or overcome by the agency or to any act or omission on the part of persons acting in any capacity on behalf of agency provided that the agency shall at the earliest bring the same to the notice of the State Government.

7.15. TERMINATION

- Either party may terminate this agreement by giving not less than one month notice in writing to the other. This notice shall include reasons as to why the agreement is proposed to be terminated.
- The ULB (Municipal Corporation/Municipality/NAC) may terminate the agreement, or terminate the provision of any part of the Services, by written notice to the Agency with immediate effect if the Agency is in default of any obligation under the agreement, where the default is capable of remedy but the Agency has not remedied the default to the satisfaction of the Government within 30 days of at least two written advice after serving of written notice specifying the default Cine requiring it to be remedied; or
    - the default is not capable of remedy; or
    - the default is a fundamental breach of the agreement
    - If the ULB (Municipal Corporation/Municipality/NAC) terminates the agreement and then makes other arrangements for the provision of the Services, it shall be entitled to recover from the Agency any loss that had to be incurred due to such sudden termination of agreement.
- Both the parties agree that no further payment would be made to the Agency, even if due till settlement of anticipated loss as a result of premature termination of the agreement.
- The ULB (Municipal Corporation/Municipality/NAC) reserves the right to terminate the agreement without assigning any reason if services of the Agency create serious adverse publicity in media and prima facie evidence emerges showing negligence of the Agency.
- At the time of termination, the Agency agrees to hand over all moveable and immoveable assets to the authorized representative of the State Government on a mutually agreed date on "as is where is" basis.
- The Agency agrees that no asset will be moved out of the premises or destroyed other than consumables used during the normal course of operation of the facilities, at any time during the period from the effective date to the date of termination without the prior written approval of the State Government.

- The concessionaire agrees that the date of handing over will not be more than 15 calendar days from the date of termination.

7.16. INDEMNITY

- By this agreement, the Agency indemnifies the ULB (Municipal Corporation/Municipality/NAC) /Government Odisha against damages of any kind or for any mishap/injury/accident caused to any personnel/property of the facilities.
- The bidder agrees that all liabilities, legal or monetary, arising in any eventuality shall be borne by the Agency.

7.17. **Redressal of Grievances**

The grievance related to the "Operation and Management of UHWC" is to be redressed at the level of Urban Local Body (Municipal Corporation/Municipality/NAC).

7.18. **Jurisdiction of Court**

Legal proceedings if any shall be subject to the concerned District jurisdiction only.

7.19. **Compliance with existing laws:**

The Selected bidder agrees to abide by all laws of the land as will be applicable for operation and maintenance of the facility.

7.20. **Right to Accept and Reject any Proposal**

The ULB (Municipal Corporation/ Municipality/ NAC) reserves the right to accept or reject any proposal at any time without any liability or any obligation for such rejection or annulment and without assigning any reason.

SECTION 8 : EVALUATION OF THE PROPOSALS

8.1 Evaluation of Technical Proposals

After receipts of the application, the Desk Appraisal Committee at ULB (Municipal Corporation/Municipality/NAC) level will conduct screening of the proposals. If any deficiency in document submission by the bidder pertaining to the eligibility criteria is found in any of the proposal, then the same proposal shall be rejected. Only those bidders who qualify as per the eligibility criteria will be considered for the next stage of evaluation, i.e. **award of marks.**

The bidder has to secure **at least 50% or above marks** in order to be considered for the **preparation of merit list** for the project.

SCORING SHEET FOR ASSESSMENT (AWARD OF MARKS)

Sl.	Areas of assessment	Maximum marks	Means of Verification
	Registration & Establishment: (10 marks)		
1	a) Years of existence of bidder registered in Society Registration Act/ Indian Trust Act/ Company Act/ Clinical establishment Act. (5 yrs-10 yrs = 6 marks; >10-20 Yrs= 8 marks >20 yrs= 10 marks)	10	Appropriate Registration certificate
	Field Level Experience: (60 marks)		
2	a. Years of experience in implementing projects in any social development sector/ running hospital out of any Government Funding support. (5-10 years= 20 marks; >10-15 years=25 marks; > 15 years=30 marks)	30	Attach copy of the Agreement/ MoU/ Authenticated sanctioned with fund released letter The project duration less than one year will not be considered as experience
	b. Years of experience in implementing projects in any social development sector/ running hospital out of any Private Agency Funding support. (5-10 years=10 marks; > 10-15 years=15 marks; > 15 years= 20 marks)	20	Attach copy of the Agreement/ MoU/ Authenticated sanctioned with fund released letter. The project duration less than one year will not be considered as experience
	c. Working experience on social sector/ running hospital in the applied district through Govt. funding (5-10 years=3 marks; > 10-15 years=4 > 15- years= 5 marks)	5	Attach copy of the Agreement/ MoU/ Authenticated sanctioned with fund released letter). The project duration less than one year will not be considered as experience

Sl.	Areas of assessment	Maximum marks	Means of Verification
	d. Agency having Multi-State experience in implementation of similar kind of projects (Hospital operation/ management) out of any Govt. Funding support. (5-10 years=3 marks; > 10-15 years=4 marks; > 15 years= 5 marks)	5	Attach copy of the Agreement/ MoU/ Authenticated sanctioned with fund released letter. The project duration less than one year will not be considered as experience)
3	**Financial strength: (30 marks)**		
	a. Financial turnover (minimum 100 lakhs per each year in the last three (2018-19, 2019-20, 2020-21) FYs as per audit report. *(>300-400 lakhs = 20 marks; >400-500 lakhs=25 marks; > 500 lakhs =30 marks) * Cumulative turnover of 2018-19, 2019-20, 2020-21	30	Annual Financial Statements of last 3 FYs audited by a qualified CA and supported by Audit report of last 3 FY.
	Total Marks	100	

N. B. : The Projects under Social Development Sectors includes health, education, housing, sanitation, nutrition, livelihood, social security, community engagement etc.

SECTION 3 – FORMS & FORMATS

FORM T-1

APPLICATION FORM

OPERATION & MANAGEMENT OF URBAN HWC UNDER PPP

Name of the City_____Name of the District_____

1	Name of the Agency .	
2	Registered Office address with phone, email ID, website. Contact office address with phone, and email ID	
3	Name of the Chief Functionary with Mobile number.	
4	a. Date & year of society registration under Society Registration Act / Indian Trust Act/ Company Act/ Clinical establishment Act (Attach copy)	
	b. Act under which registered	
5	Year of 12 A registration (Attach copy)	
6	Bank details (account number and address & attach photocopy)	
7	PAN Number (Attach photocopy)	
8	Memorandum and bye law of the agency (Attach photocopy)	
9	Annual report (attach copy of the annual report (2028-19, 2019-20, 2020-21)	
10	Copy of Unique ID no under the portal NGO Darpan of NITI Aayog (In case of NGO/Trust)	

11. Financial turn over

Year	Turnover in Lakhs (Rs.)
2018-19	
2019-20	
2020-21	
Total	

(Attached documents as per the T2 format)

12. **Experience in implementing projects in any social development sector/ Health Programmes/ running Hospitals out of any Government Funding support.**

Name of the program	Grant support by	Project duration (from-to)	Operational area	Project cost	Remark

(Attach copy of the Agreement/MoU/Authenticated sanction letter with fund released letter).
The project duration less than one year will not be considered as experience for scoring

13. **Experience in implementing projects in any social development sector/Health Programmes/ running hospitals out of any Private Agency Funding support.**

Name of the program	Supported by	Project duration (from-to)	Operational area	Project cost	Remark

(Attach copy of the Agreement/MoU/Authenticated sanctioned with fund released letter).
The project duration less than one year will not be considered as experience for scoring)

14. **Experience in respective district applied for grant (in any social development sector/Health Programmes/ running Hospitals).**

Name of the program	Supported by	Project duration(from-to)	Project cost	Remark

(Attach copy of the Agreement/ MoU/ Authenticated sanction with fund released letter).
The project duration less than one year will not be considered as experience for scoring)

15. **Agency having Multi-State experience in implementation of similar kind of projects (Hospital operation/management) out of any Govt. Funding support.**

Name of the program	Supported by	Project duration(from-to)	Operational area	Project cost	Remark

Attach copy of the Agreement/MoU/Authenticated sanctioned with fund released letter).
The project duration less than one year will not be considered as experience for scoring)

16. **Project proposal for UHWC operation & management** – Attach the detailed proposal (as per the T8 format).

17. Undertaking of the Agency that; any office bearer on behalf of the organization has not been convicted by any court of law in India or abroad for any criminal offence (as per the T3 format).

18. Affidavit for undertaking certifying that Agency is not blacklisted by any Government (State or Central) Department or Agency in India (as per the T4 format).
19. Willingness and consent letter (as per the T5 format)
20. Declaration regarding more than 10 UHWCs (as per the T6 format).
21. Declaration regarding availability of original annual report and audit report (as per the T7 format).
22. An undertaking in the form of original Affidavit on stamp paper that any project of the Agency has not been terminated/ discontinued on the basis of the conduct of any financial irregularities in past. (as per the form T9)
23. Any other information:

Declaration:

I hereby certify that, I have read the rules and regulation of the Scheme/Project and the above information furnished is true to the best of my knowledge and belief.

Signature of chief functionary of the Agency with seal
Name of the Chief Functionary_____

N. B: All the pages of the documents attached in the application should be signed by the chief functionary of the agency or his/her authorized person, otherwise the application is liable for rejection

FORM –T2

ANNUAL TURN OVER STATEMENT

*(To be furnished in the **letter head** of the Chartered Accountant)*

The Annual Turnover of M/s _____

For the last 3 financial years are given below and certified that the statement is true and correct.

Sl No	Financial Year	Turnover in Lakhs (Rs.)
1	2018-19	
2	2019-20	
3	2020-21	
	Total Turnover (in Lakhs Rs.)	

Date:

Signature of Chartered Accountant
(Name in Capital)

Place:

Seal

Membership No

Note:

1) *To be issued in the **letter head** of the Chartered Accountant with membership No.*
2) Also attach photocopies of the audited P/L account or Income/ Expenditure account of each year highlighting the turnover in support of that.

FORM –T3

(To be furnished in the proposal)

Affidavit Format for Undertaking by the Agency
(On Non Judicial Stamp Paper of relevant value)

Affidavit

I,_____ (Sole Chief Functionary of the Agency), (the names and addresses of the registered Agency), with reference to RFP No._____ for_____*(Name of the RFP)* do hereby solemnly affirm and sincerely state that;

a) I or any other office bearer on behalf of the Agency has not been convicted by any court of law in India or abroad for any criminal offence.

b) The Agency has not been blacklisted by any Government (State or Central) Department or Agency in India, which is in force during the currency of the contract.

I further affirm that, in case of any such evidence in contradiction to above declaration come to the notice of the contracting authority any time during the currency of the contract then our partnership with ..... (Name of the Municipal Corporation/ Municipality/ NAC) under such contract shall be liable for termination in addition to other legal recourse available under the law of the land. Further, the contracting authority has the right to forfeit the performance security money deposited for the purpose of execution of the project for which this affidavit has been made.

Dated this .....Day of ....., 2022

Name of the Applicant

.....

Signature of the Authorized Person

.....

Name of the Authorized Person

Notary
Regd. No.
(Seal of the Notary)

(Seal of the bidder)

FORM –T4

(To be furnished in the proposal)

Affidavit Format for undertaking certifying that Agency is not blacklisted
(On Non Judicial Stamp Paper of relevant value)

Affidavit

This is to certify and confirm that ..... (The name of the agency with address of the registered office), with reference to RFP No._____ for _____*(Name of the RFP)*, our organization / we or any of our promoter(s) / director(s) are not barred by Department of Health & FW, Govt. of Odisha / or any other bidder of Govt. of Odisha or blacklisted by any State Government or Central Government/ Department / Organization In India from participating in the Project/s, either individually or as member of a Consortium as on the_____ (Date of Signing of proposal).

We further confirm that we are aware that, our proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the agreement period. . Further, the contracting authority has the right to forfeit the performance security money deposited for the purpose of execution of the project for which this affidavit has been made.

Dated this .....Day of ....., 2022

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Seal of the bidder)

Notary
Regd. No.
(Seal of the Notary)

FORM T 5

(To be furnished in the proposal)

FORMAT FOR WILLINGNESS/ CONSENT LETTER

I, Mr/Ms. ..... (The name of the agency with address of the registered office), with reference to RFP No._____ for _____ *(Name of the RFP)*, do herewith giving my consent to sign the agreement abiding by all norms.

This is for favour of your information and necessary action.

Dated this .....Day of ....., 2022.

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Seal of the bidder)

FORM T6

(To be furnished in the proposal)

Format for undertaking

I, Mr/Ms. ..... (The name of the agency with address of the registered office), with reference to RFP No. _____ for _____ *(Name of the RFP)*, do hereby declared that,

i) As on date, we have not undertaken more than 10 Urban HWC (UHWC) projects in the State of Odisha and not more than 5 UHWC projects in any District out of XV-FC/ PM- ABHIM grant.

ii) If selected, we will not execute more than 10 Urban HWC (UHWC) projects in the State of Odisha and not more than 5 UHWC projects in a particular District out of XV-FC/ PM- ABHIM grant.

This information is true to best of my knowledge.

Dated this .....Day of ....., 2022.

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Seal of the bidder)

FORM T 7

(To be furnished in the proposal)

Declaration regarding original copy of annual report and audit report

I, Mr/Ms. ..... (The name of the agency with address of the registered office), with reference to RFP No._____ for _____*(Name of the RFP)* , do hereby declared that

1. The Original annual report for the year 2018-19, 2019-20 and 2020-21 is available with the organization. The same shall be produced during the record verification
2. The Original audit report for the year 2018-19, 2019-20 and 2020-21 is available with the organization and shall be produced during the record verification

Failing to produce the above documents during the record verification, the application will be rejected.

This information is true to best of my knowledge,

Dated this .....Day of ....., 2022.

Authorized Signatory/Signature (*In full and initials*):_____

Name and Title of Signatory:_____

(Seal of the bidder)

FORM T 8

Proposal for management of the Urban HWC

(To be furnished in the proposal- Maximum 3 pages)

1. Name of the agency
2. Name of the proposed UHWC and city/town
3. Location of the proposed UHWC
4. Operation and management of the UHWC
    - Introduction
    - Objectives
    - Implementation plan
    - Outcomes
    - Innovation
    - Documentation
    - Technology and IT
    - Manpower
    - Training
    - Monitoring & evaluation
5. Budget
6. Agency contribution

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Seal of the bidder)

FORM – 7I

(To be furnished in the proposal)

Affidavit Format for undertaking certifying that any project of the Agency has not been terminated/discontinued on the basis of the conduct of any financial irregularities in past
(On Non Judicial Stamp Paper of relevant value)

Affidavit

This is to certify and confirm that ..... (The name of the agency with address of the registered office), with reference to RFP No._____ for _____*(Name of the RFP)*, any project implemented by our organization has not been terminated/discontinued by any District Administration /State Government /Central Government/ Department / Organization in India on the basis of the conduct of any financial irregularities in past.

I further affirm that, in case of any such evidence in contradiction to above declaration come to the notice of the tendering authority /contracting authority any time during the selection process, our proposal for the captioned Project would be liable for rejection. Also, in case of any such contradiction to above declaration come to the notice of the contracting authority any time during the currency of the contract then our partnership with ..... (Name of the Municipal Corporation/ Municipality/ NAC) under such contract shall be liable for termination.

I further affirm that, the tendering authority /contracting authority has the right to forfeit the EMD money /performance security money deposited for the purpose of execution of the project for which this affidavit has been made.

Dated this .....Day of ....., 2022

Authorized Signatory/Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

(Seal of the bidder)

Notary
Regd. No.
(Seal of the Notary)

FORM T-10

List of the documents to be submitted in the application

Sl.	Name of the document	Whether submitted or not	Page number
1	Application form as per T-1		
2	Copy of the Society registration /Indian Trust Act /Company Act/ Clinical establishment Act registration number certificate		
3	Copy of the 12-A registration certificate		
4	Copy of the bank passbook/statement of the agency		
5	Copy of the memorandum & bye-law of the agency/Trust deed of the agency		
7	Copy of the annual report (2018-19, 2019-20 & 2020-21)		
8	Copy of the audit report (2018-19, 2019-20 & 2020-21)		
9	Copy of the pan card of the agency		
10	Copy of the Agreement/ MoU/Authenticated sanction with fund released letter regarding experience in implementing project in social development sector/ hospital out of Govt. funding		
11	Copy of the Agreement/ MoU/Authenticated sanction with fund released letter regarding experience in implementing project in social development sector/ hospital out of private sector funding		
12	Copy of the Agreement/ MoU/Authenticated sanctioned with fund released letter regarding experience in implementing project in social development sector/ hospital in the applied district out of Govt. funding		
13	Copy of the agency having Multi-State experience in implementation of similar kind of projects (Hospital operation/management) out of any Govt. Funding support.		
14	Annual average turnover as per the T2 format		
15	Affidavit of undertaking that; any office bearer of the agency has not been convicted by any court of law in India or abroad for any criminal offence as per theT3 format.		
16	Affidavit that the agency has not been blacklisted by any Government (State or Central) Department or Agency in India as per the T4 format		
17	Willingness/consent letter to abide all the norms as per the T5 format		
18	Undertaking not undertaken more than 10 UHWC in the State as per the T6 format		
19	Declaration regarding submission of annual report/ audit report as per the T7 format		
20	Detailed Project proposal on operation & management as per the T8 format		
21	An undertaking in the form of original Affidavit that any project of the bidder has not been terminated/discontinued on the basis of the conduct of any financial irregularities in past as per the T9 format		
22	Copy of the Unique ID under the portal NGO Darpan of NITI Aayog(In case of NGO/ Trust)		
23	EMD of Rs. 40,000/- per UHWC as applied for		

Non-submission of any documents relating to Sl. No. 1-9, Sl. No. 14-23 and atleast any one or more documents relating to Sl. No. 10-13 on the basis of experience, the application shall be rejected without assigning any reason thereof.

Signature of chief functionary of the Bidder with seal

Operational Guideline for management of Urban Health & Wellness Centre (UHWC) under PPP

Prepared by:

Mission Directorate
National Health Mission (NHM)
Health & Family Welfare Department
Govt. of Odisha

Content

Part-I

1. Urban Health & Wellness Centre (U-HWC)

Urban HWCs (UHWCs) are envisaged to decentralize comprehensive primary health care services below the existing UPHC level in NUHM targeted cities, act as a standalone facility in smaller towns & peri-urban areas. This is the first port of call for accessing primary health care services in urban and peri-urban areas.

The proposed UHWC is completely a new public health structure in urban areas which will cover smaller population cohorts (15,000-20,000 urban population) residing in the slums, similar habitations & peri-urban areas.

Lack of a frontline health workforce in our cities has emergence as one of the biggest limiting factors in our response to the Covid-19 pandemic. Therefore, a paradigm shift in urban primary health care is envisaged (establishment of UHWCs), based on the learning from the management of the COVID-19 pandemic, which has affected urban areas disproportionately.

The Urban-HWC would also enable strengthening the continuum of care for upward and downward linkages, improve access to high quality care, minimize the out of pocket expenditure incurred on health care services, and decongestion of secondary and tertiary health care facilities.

2. **Location of the UHWC:**

The location of the UHWC shall be finalized by State Level Committee (SLC) as per the recommendation of concerned District Level Committee (DLC). The Urban Local Body (ULB)/DLC shall take a decision regarding functional of UHWC as per the options given below;

Option- 1 (Building on rent)

- Hiring cost of the building in the identified location
- Provision of fund for Security charges for House Rent , White washing , branding, sinages, hoarding, interior suits to medical set up including power back up etc.

Option- 2 (Govt./ ULB/Community Building)

- Provision fund for Minor repair/maintenance of exiting building, White washing, branding, sinages, hoarding , interior suits to medical set up including power back up etc

Option -3 (Prefab structure in Govt land)

- Provision of fund for Peripheral area development like boundary wall, sheds for yoga & wellness activities, sinages, hoarding, power back up etc.

The facility should be located away from the garbage collection site, water logging area, cattle shed and it should be connected with all whether road, water supply & electricity facilities. The UHWC should not be located in areas which are within 3 kms distance of an UPHC- HWC, Urban CHC, SDH, DHH or any other Govt. health facility. The operational area/boundary of the UHWC to

be notified by the concerned CDM & PHO in case of Municipality/NAC/peri urban area and ADUPHO in case of Municipal Corporation area.

3. Service Areas under UHWCs

Urban HWC would have 9 Service areas which primarily includes outpatient care for a range of Primary Health Care Services as per CPHC(Comprehensive Primary Health Care) guidelines , ancillary health care services like Diagnostic, Physiotherapy, Nutrition Counseling, Outreach services, Public health functions related to surveillance and early outbreak management as well wellness activities at community level. The details of services areas under the UHWC are as follows.

Sl. No.	Service Areas	Description of Major Features
1	OPD Services	**Team at OPD:** The team responsible for delivering OPD Services is constitute of one MBBS Doctor and one Staff Nurse. **Proposed Services at OPD:** UHWC will provide 12 Types of comprehensive primary Health Care services as per CPHC guidelines and operational guidelines of UHWC **NCD Clinic at OPD:** Each 30 + population coming to attend OPD shall be screened for common Non-Communicable Disease(NCD) by the SN before attending general OPD & appropriate measure shall be taken to treat confirmed cases as per the NCD guidelines. **OPD equipped with necessary EIF:** The OPD of each UHWC will be equipped with necessary equipment/instruments as per National Quality Assurance Standard (NQAS) checklist. The list of EIF required at each UHWC is at operational guidelines of UHWC **OPD Timings:** The general working hour of UHWC OPD would be 8 AM to 11 AM(morning) and 5 PM to 8 PM(evening) . However, it may be changed basing on the notifications issued by Govt. time to time. **Referral:** UHWC may facilitate for referral of patients to nearest higher health facility/Poly clinic as per the severity of the case.
2	Drug Dispensing Unit	**Manpower:** This Department will be managed by a Pharmacist. **Establishment of Drug Distribution Centre (DDC):** Each UHWC would have a DDC branding as per "Niramaya" guidelines and equipped with necessary provisions like pigeon hole rack, cupboard for keeping records, table, chair etc. Funds for the same as per need can be spent out of provisions under "Refurbishing UHWCs". **Provision of Fund** for procurement of one computer, printer, scanner

Sl. No.	Service Areas	Description of Major Features
		to equip DDC for online indenting, prescription audit etc. **Availability of Drugs at OPD:** Govt. will supply drugs to individual UHWC. The UHWC will submit indent to tagged UPHC/other health institution for supply of drugs out of existing EDL (Essential Drug List) till direct online indent to OSMCL. Apart from this, **Rs. 3.60 Lakhs per UHWC per annum will be kept at facility level for managing** short supply or drugs prescribed outside of EDL through local purchase. The concerned UHWC shall procure the drugs following due procedure and may use the empanelled/shortlisted venders available at District.
3	**Diagnostic Services**	**Manpower at Lab:** A LT will be engaged to manage Lab at UHWC. **Types of in-house tests to be taken up:** 50 types of tests are proposed to be conducted at UHWCs including 24 Types as recommended under Free Diagnostic services for PHC level. **Designated Microscopy Centre (DMC)** : Testing and collection point of sputum through installing cough collection box etc. **Out-house Tests:** LT will refer UPHC/UCHC & other referral institutions for any other tests not prescribed at UHWC level. **EIF for Lab:** The details of EIF required to equip each UHWC is at **operational guidelines of UHWC** **Reagent, consumables & other QA (Quality Assurance) initiatives:** Financial provision has been made for procurement of reagent & consumables at local level for smooth functioning of Lab at UHWCs as well as weekly Pathologist visit charges for handholding support to the LT. The portion of this provision can also be utilized for ensuring QA in Diagnostic Services. **Quality Assurance:** • Calibration of equipment/instruments shall be done on regular basis with the support of technical agency. • Qualified Pathologist may be hired at least one day in a week for providing handholding support to local LT for improving his/her skill sets. Honorarium Rs.3000/- per day may be given as honorarium to Pathologist for handholding support. They will be engaged as per the guidelines under AMA clinic
4	**Tele-consultation Services**	**Person Responsible:** The OPD team at UHWC is responsible for

Sl. No.	Service Areas	Description of Major Features
		facilitating conduction of tele-consultation services. **Training/ Orientation:** Training will be conducted centrally by CPMU (City Program Management Unit)/ DPMU (District Program Management Unit) for orienting personnel in the OPD for Tele-consultation Services. **Tele-consultation Services:** UHWCs will be connected to tagged Poly-clinic/other hubs for tele-consultation services on fixed days. **Equipping UHWC for Tele-consultation Services: Provision for** procurement of Desktop and accessories, Printer, Camera, microphone, tablets etc. to facilitate Tele-consultation Services. **Recurring cost for tele-consultation :** A sum of Rs. 0.12 lakh per annum towards purchase of internet, Annual Maintenance Cost(AMC) of computers, papers etc.
5	**Physiotherapy Services**	**Manpower to manage Physiotherapy Wing:** This division at UHWC will be managed by a qualified Physiotherapist. **Scope of Services:** The Physiotherapy services will be made available at both facility & community level. This facility based physiotherapy services will be opened for 5 days in a week for general patients. One day in a week will be devoted for providing extended physiotherapy services at community level for identified home bound cases those are unable to rotate. HW-M will identify home bound cases from the operational areas. **Infra for Physiotherapy Services:** A sum of Rs. 2.71 Lakhs is earmarked for procurement of Physiotherapy EIF for equipping Physiotherapy wing at UHWC level & extended services at community level. Details of EIF is at operational guidelines of UHWC.
6	**Yoga Services**	**Manpower at Yoga Wing:** One Yoga Therapist will be engaged on part time basis, suits the local timings to conduct Yoga sessions at UHWC or at feeding areas of respective UHWC. **Place of Yoga Sessions:** Yoga Sessions may not be conducted preferably at facility level or at nearest park, common civic centre, Common room at nearby larger Society etc. A banner must be displayed at the place of session site if done beyond UHWC premises for publicity. **Session Timings:** Per day 2 sessions can be planned i.e. 1st session in the morning and other at evening and each session should be of

Sl. No.	Service Areas	Description of Major Features
		minimum 2 hours. **Provision for Yoga Sessions & popularizing Yoga:** Financial provision for earmarked for taking up of following activities. • Yoga sessions in UHWC or its feeding areas • Yoga Mats & Banners shall be procured for conducting regular yoga sessions. • Mega Yoga day celebration on National Yoga Day. • Permanent Hoarding on popularizing yoga at strategic location budgeted under IEC/BCC.
7	**Outreach Services/ Community Mobilization**	**Manpower Responsible for Outreach Services:** Health Worker(HW)-Male will own this activity. He will work in coordination with HW-F of virtual Sub Centres of his area. **Major Tasks at Community Level:** **Outreach session:** The UHWC shall act as **Urban Health and Nutrition Days (UHND)** and **fixed immunization day (FID)** session site. As per the micro plan, UHND and FID sessions shall be held once in a month as per the outreach micro plan of the HW(F). The concerned HW(F) shall held responsible to facilitate the sessions and the HW(M), SN, AWW, ASHA, MAS(Mahila Arogya Samiti) members , SHG(Self Health Group) members will be involved in the process. **Screening Services:** Two rounds of population based Screening for common NCDs including TB, Leprosy and Mental health shall be done every year and updated in portal as per existing guidelines. **Focused Group Discussion (FGDs):** 2 Small group meetings per month of patients with common NCDs will be organized to mobilize new patients for treatment & address dropout if any. Local ASHA & MAS must be involved in the process to mobilize patients for such meetings. For organizing the event Rs. 250/- per FGD may be utilized and Rs. 0.60 lakh ear marked for same activity. **Identify home bound** cases need physiotherapy services & registered at UHWC level for extended services. **Follow up of cases under long term treatment through home visits** as per prescribed schedule of individual programme/ at least once in month for ensuring medicines, individual / Family Counseling and

Sl. No.	Service Areas	Description of Major Features
		advice. **Organize wellness activities** especially health events at field level as per Health Calendar @ 0.20 lakh per annum. **Review and monitoring** of MAS activities/expenditure and the outreach services (UHND, FID immunization sessions, outreach camps, NCD camp etc.) within the geographical areas of the UHWC. The UHWC to facilitate the outreach activities within the operational area. **Vulnerability assessment** of the slums within the operational area of UHWC to be conducted/updated on yearly basis and the report card to the prepared and shared with the ULB and other stakeholders. The vulnerability assessment guidelines under NUHM to be followed. The cost of the assessment, repot, printing of formats, data entry etc. @ 5000/- per UHWC. **Provision of laptop** for the HW(M) for field level reporting and documentation **Identification of Agents / Catalysts of Community Mobilisation & their sensitization:** Currently the mechanism of community engagement i.e. the ASHA and Mahila Arogya Samities (MAS) are in place only in slum and slum like areas, and do not reach the homes of middle- and upper-income classes. So, the "Resident Welfare Associations" would be identified & sensitized, those will act as fulcrum for managing public health actions for "well to do" sections of society in towns/cities. Hence, the location based Resident Health Associations (Sthanniya Swasthya Sabhas) would be formed, preferably with the locus being a public health facility. Such associations would be a platform or federation comprised of representatives of MAS, (from poorer areas), Resident Welfare Association (RWA) such as Gully/ Mohalla committees, ASHA etc. Any other activity/ies assigned to him as per need.
8	Disease Surveillance	Decentralizing primary health care particularly in urban areas would enhance disease surveillance and improve reporting for epidemic/outbreaks and risk factor mitigation through focused health promotion and wellness activities. The major activities includes : **Responsibility decentralized for Improving Reporting:** HW-M in S, LT in L and Doctor at OPD in P format shall prepare report as per IDSP guidelines. Pharmacist will Keep the soft copy of the same for record and communicate the S format to ANM and L & P Format to

Sl. No.	Service Areas	Description of Major Features
		concerned person at UPHC level for compiled report. Water Testing (kits based) will conducted in the laboratory and report will be shared. Contact tracing and implement containment measures for pandemic diseases. **Early outbreak management:** The whole Team at UHWC shall act as Rapid Response Team (RRT) in case of epidemic management.
9	**Wellness Initiatives, IEC/BCC**	Sedentary life style, unhealthy food habits, environmental factors and increasing stress have led to changes in disease patterns. So, there is need for paradigm shift from curative to preventive and promotive heath care, to empower individuals and communities to adopt healthy behavior through Wellness. These wellness Activities should be feasible, acceptable, culturally appropriate and relevant. The ambit of wellness activities spread across multiple dimensions and can broadly **categorized in 3 areas i.e. Physical, Mental & Cross Cutting areas.** The suggested activities are as follows. • **Physical Wellness Initiatives:** Walkathons, Marathons, Sports activities, Aerobics, Zumba, Open Gyms etc. • **Mental Wellness Initiatives:** Meditation, Health Talks/ Counseling, Laughter Clubs, Staying positive Community Campaigns, Aerobics for the children of the locality, raising awareness of mental health issues etc. • **Crosscutting Areas:** Campaigns on TB Free, Healthy Villages, Water Bell at school level, Eat Right/ Balanced Diet, Health Calendar/ Health days etc. • The facility should have prominent board displaying the name of the centre, services available, timings, citizen charter including patient right. IEC materials on various schemes/programs, protocols to be displayed in the facility. Provision: Financial provision is earmarked for organizing wellness activities and weekly nutrition counseling in the facility. **Suggested cost norms:** • For organizing health days/ events @ Rs.800/- per event (Rs 500/- as organization cost/Refreshment for participants etc. + Rs.200/- as Honorarium to HW-M & Rs.100/- as incentive to

Sl. No.	Service Areas	Description of Major Features
		ASHA for facilitating organization of the event) maximum event in a year. • Honorarium to guest speaker, experts in the field of meditation, Aerobics, Zumba, Dietician etc. to take sessions @ Rs.500/- per 2-3 hrs. • Support in kind (Max Rs.5000/- per Institution per annum) to local club, Balika Mandal, school etc for encouraging sports & other initiatives like Water bell initiatives etc. • ½ Day long campaign with mix-media engagement for TB Free Initiatives, healthy baby show, NCD awareness etc. @ Rs.5000/- per event. • Use print/electronic media to convey the message on the services of UHWC • Installation of large Hoardings at strategic location for general awareness- Expenditure as per actual observing due procedures. The prototypes for the same will be communicated by NHM. • Weekly sessions (two days in a week) on diet/nutrition counseling and healthy life styles. The selection criteria for empanelment/ engagement may be followed under AMA clinic guidelines @ 4000/- per month • Nutritional Food demonstration to promote healthy mother to reduce low birth weight baby in the operational areas on half yearly basis @ 2500/- per event.

4. SERVICE DESCRIPTION AND RESPONSIBILITIES

The services include the comprehensive primary healthcare package encompassing outreach, including behavioral change through health education and health promotion, clinical and public health services. The indicative list of Services to be provided at the UHWC is given below;

Sl. No	Services	Brief Description
1.	General OPD Service	The OPD working hour would be 8 AM to 11 AM and 5 PM to 8 PM. However, it may be changed basing on the notifications issued by Govt. time to time. Services to be provided in OPD are; Diagnosis and screening of patients attending Allopathic OPD, prescription of free drugs, referral of complicated cases. In case of emergency, the UHWC Staff shall attend the patient even it is beyond the general working hour.

Sl. No	Services	Brief Description
2.	Care in pregnancy and Maternal health	• Early registration of pregnancy and Antenatal check-up. • Identifying HRP, GDM • Post Natal Cases, counseling etc.
3.	Neonatal and infant health care services	• Identification and management of high risk newborn. • Management of BA, ARI, Diarrhoea. • Identification & referral for congenital anomalies and AEFI. • Complete Immunization, Vit. A Supplementation
4.	Childhood & adolescent health care services	• Identification and management of vaccine preventable diseases. • Early detection & referral for abnormalities, delay and disability. • Prompt Management of ARI, acute Diarrhoea and detection of SAM • Adolescent Health counseling.
5.	Reproductive health and Contraceptive Service	• Provision of condoms, OCP, ECP and insertion & removal of IUCD. • Identification and management of RTIs/STIs • Counseling for Family Planning, access to spacing methods and treatment of hormonal & menstrual disorders track infection etc.
6.	Management of communicable diseases including NHP	• Diagnosis and management of VBDs • Provision of DOTS for TB and MDT for leprosy • HIV Screening
7.	Management of Common communicable diseases and acute simple illnesses	• Identification, management and referral of common fevers, ARIs, diarrhoea, skin infections, cholera, dysentery, typhoid, hepatitis, rabies and helminthiasis. • Management of common aches, joint pains, and common skin conditions, (rash/urticaria)
8.	Screening & comprehensive management of NCDs	• Screening, treatment and referral for Hypertension and Diabetes. • Cancer – screening for oral, breast and cervical cancer and referral for suspected cases of other cancers • Screening and follow up care for occupational diseases, fluorosis, respiratory disorders (COPD and asthma) and epilepsy
9.	Basic ophthalmic and ENT care services	• Identification and treatment of common eye problems • Management of common colds, ASOM, injuries, pharyngitis, laryngitis, rhinitis, URI, sinusitis, epistaxis • Manage common throat complaints and removal of foreign body.
10.	Basic dental health care	• Screening and basic management for common oral health conditions. • Oral health education about dental caries, periodontal diseases, malocclusion and oral cancers.
11.	Basic geriatric health care services	• Management of common geriatric ailments; counselling, supportive treatment • Pain Management and provision of palliative care with support of ASHA
12.	Emergency	• Stabilization care and first aid before referral in common conditions.

Sl. No	Services	Brief Description
	Medical Services	• Identify and refer cases for surgical correction cysts / lipoma/ haemangioma/ ganglion and other conditions.
13.	Screening & basic management of mental health ailments	• Detection, referral and follow up of patients with severe mental disorders • Dispense follow up medication as prescribed by the Medical officer at UPHC/ UCHC or by the Psychiatrist at DH.
14.	Drug Distribution Centre(DDC)	• DDC branding as per "Niramaya" guidelines • Available drugs as per the EDL • Local purchase of drugs
15.	Diagnostic services	• 50 types of tests to be conducted at UHWCs. • Testing and collection point of sputum through installing cough collection box etc. • Refer to referral institutions for any other tests not prescribed at UHWC level. • Calibration of equipment/instruments shall be done on regular basis with the support of technical agency.
16.	Health Promotion / Wellness activities	• Conducting yoga sessions • Organizing other wellness activities/sessions • Organizing wellness activities as per Fit India Movement.
17.	Tele-consultation Services	UHWC is responsible for facilitating conduction of tele-consultation services.
18.	Physiotherapy Services	• The services will be made available at both facility & community level. • This facility based physiotherapy services will be opened for 5 days in a week for general patients and one day in a week at community level for identified home bound cases those are unable to rotate.
19.	Outreach services	• Facilitate UHND /immunization session within the UHWC areas • Facilitate ASHA/MAS/WKS activities • Facilitate/organize the special outreach sessions/camps • Vulnerability assessment of the slums within the operational area of UHWC to be conducted/updated on yearly basis

5. **Key Deliverables of the Project:**

Sl. No	Activities	Deliverables
1.	All prescribed manpower are in	There is no vacancy of maximum 60 days of any position in the UHWC throughout the year.

Sl. No	Activities	Deliverables
	position.	
2.	OPD Service (Allopathic)	Min. Avg. OPD 40/day
3.	Laboratory Services	All 50 tests are available as per the standard list under free diagnostic services for UHWC
4.	ANC/PNC Clinic	9th of every month UHWC conducted Pradhan Mantri Surakshita Matrutya Abhiyan (PMSMA) as per the guideline. ANC/PNC check up to be conducted
5.	12 HWC services	All the services under the UHWC should be rendered in the facility
6.	NCD Clinic/Screening	Daily- OPD and services to the NCD patients.
7.	Functional Designated Microscopy Center (DMC)	Functional Designated Microscopy Centre
8.	Functional Physiotherapy Centre	Five days Physiotherapy Services at the facility and one day at community level
9.	Health Promotion and disease prevention (UHWC)	Conducting/observation of Health Days as per wellness calendar and yoga sessions as per the approved budget
10.	UHWC managing committee	Meeting of the UHWC managing committee as per the mandate
11.	Maintaining Quality Standard and other statutory norms	All the standard norms under BMW/fire safety and other statutory norms to be adhered in the facility
12.	Outreach services	Must oversee/monitor the effective implementation of the community services program i.e MAS,ASHA, WKS activities and UHND sessions, Immunization, special health camps, screening camp for sanitary workers, NCD camps etc.
13.	Yoga Services	Six days in week at the facility or other places as per the decision of the ULB

6. Human Resources of UHWC:

Followings are the Human Resources required to be positioned in the UHWC for operation and management of UHWC.

Sl. No.	Category of Staff	No of post.	Eligibility Qualification (to be selected as per Govt. eligibility norms)
1.	Medical Officer (Allopathic)	1	• Age- S/he must have attained the age 21-70 years. • MBBS degree from an institute recognized by Medical Council of India. Must have valid registration from the Odisha Council of Medical Registration.
2.	Pharmacist	1	• Age- The age should be between 21-50 years for fresher and upto 65 years for retired person. • Minimum Qualification- Degree/Diploma in Pharmacy from a

			Govt./Govt. recognized Institution. Minimum 1 y... Experience in managing a drug store in a reputed hospital/health center
3.	Staff Nurse	1	• **Age-** The age should be between 21-50 years for fresher and upto 65 years for retired person • **Minimum Qualification**-The candidates must have passed the +2 Science examination & shall have completed GNM course from institution recognized by Govt. and approved INC and must have registered in the Odisha Nursing Council.
4.	Lab Technician	1	• **Age-** The age should be between 21-50 years for fresher and upto 65 years for retired person • **Minimum Qualification**-The candidates must have passed in Diploma in Medical laboratory Technology from AICTE/ AICTE approved institutions/State Govt. recognized institutions.
5	Health Worker (Male)		• **Age-** The age should be between 21-50 years for fresher and upto 65 years for retired person • **Minimum Qualification-** Degree/Diploma in Pharmacy from a Govt./Govt. recognized Institution. • He/She should have passes odia language in M.E standard.
6	Physiotherapist – Part time		• **Age** –The age should be between 21-50 years by the date of advertisement • **Eligibility:** The Candidate must have passed Bachelor degree in Physiotherapy from a recognized university or institution. The Degree must be 4 years and 6 months of full time course including 6 months of compulsory internship.
			• **Age** – The age should be between 21-50 years by the date of advertisement • **Eligibility**: The candidate must be an M.A. in Yogic Science/ M.A. in Human Consciousness and Yogic Science/ PG Diploma in Yoga/ 1yr Diploma in Yoga from an Institution / College affiliated from a recognized University of the State/ LO + 2 pass who have obtained yoga Wellness Instructor Certificate from Yoga Certification Board. He should belong to the same District where the HWC is situated. He should be able to read, write and speak odia
7	Yoga Teacher- Part time		**Female:** The candidate must have passed to +2/ Intermediate Examination recognized by Central/ State Board and She should belong to the same Ward. In case of non availability of in same she should belong from same district. She should be able to read, write and speak Odia. She should be of sound Physical and Mental Health and devoid of any Physical Infirmity/ deformity which may create hindrance for discharging the above responsibility

8.	Centre Co-ordinator	1	• Age- The age should be between 21-45 years by the date of advertisement • **Qualification** : The candidate must have master degree in Hospital administration/Public Health management/Business Administration
9.	Support staff	1	• Age- S/he must have attained the age 21 years. • Minimum Qualification- Minimum 8th Standard.
10	Cleaning Staff	1	• Age- S/he must have attained the age 21 years. • Minimum Qualification- Minimum 8th Standard.
11	Security Guard	1	• Age- S/he must have attained the age 21 years. • Minimum Qualification- Minimum 8th Standard

The JD/ ToR of the staff under UHWC is attached at annexure-II. The Staff so engaged / recruited/ appointed by the Agency shall be exclusively on the pay roll of the agency and shall under no circumstances this staff will ever have any claim, whatsoever for appointment with the Government. The Agency shall be solely responsible for the performance and conduct of the staff notwithstanding the source of hiring such staff. The Agency shall be fully responsible for adhering to provisions of various laws applicable on them including labour laws In case the Agency fails to comply with the provisions of applicable laws and thereby any financial or other liability arises on the Government by Court orders or otherwise, the Service Provider shall be fully responsible to compensate/ indemnify to the Government for such liabilities. For realization of such damages, Government may even resort to the provisions of any Act, which is in force or other laws as applicable on the occurrence of such situations.

7. **Management of UHWCs under PPP**

The Agency must ensure delivery of preventive, promotive, and curative care as well as all public health functions related to surveillance, management of outbreaks, etc. The agency to engage the Centre Coordinator in each UHWC to ensure day to day management of the UHWC.

One agency can only be allowed to manage a maximum of 10 UHWCs in the State under PPP and maximum 5 UHWCs in a District.

8. **Administrative/Reporting Hierarchy:** Each UHWC will report to one selected UPHC-Poly Clinic/UPHC or PHC/CHC/SDH/DHH (where UPHC is not exists in the ULB) for functional feasibility irrespective of mode of management. Reporting structure of UHWC are as below ;

I. Administratively Report to nearby UPHC- Poly clinic
II. In case non- existence of UPHC- Poly clinic , report to nearest Urban PHC
III. In case non- existence of both UPHC- Poly clinic and UPHC, report to nearby health facility located in the town/near by areas to be notified by concerned CDM & PHO

A separate order will be issued by the Mission Directorate, NHM in this regard after verifying working feasibility of each UHWC.

9. **NIN-ID for UHWCs:** These Urban-HWCs shall have a National Identification Number (NIN-ID) and register on the AB-HWC portal after duly mapping of the hierarchy.

10.Modalities for Engagement of HR under UHWCs

Qualified HR as per prescribed minimum educational qualification & experience are to be engaged through proper screening and selection procedures. The post wise details of educational qualification and experience approved for each UHWCs are at the operational guidelines of UHWC. The TOR & job description of Staff is attached at operational guidelines of UHWC. It is the responsibility of the agency to select competent HR, observing proper selection process.

District committee to scrutinize the papers prior to engagement of staff : District Technical Committee consisting of CDM & PHO, DPHO, ADUPHO (in case of Corporation city), City Health Officer, DPM/CPM may verify/securitize the certificates & other relevant papers of the candidates prior to engagement by the outsourced agency.

Team Based Incentives to UHWC staff : The staff working under UHWC will be given monthly incentive on achieving set deliverables are as follows:

Facility based:

- Medical Officer: Rs. 3000/-pm
- Other facility based paramedics Staff : Rs. 3000/-pm (equally distributed among them)

Field Staff

- Field Staff : Rs. 1500/- pm each to HW(F) & HW(M)

Conditions for payment of incentives:

- The amount should be released to the outsourced agency/PPP agency to transfer the incentive to the staff.
- Incentive can only be claimed from one source.
- The set of deliverables for HWC communicated to the district/city to be followed

11. Procurement & Supply of EIF:

The ULB (Municipal Corporation/ Municipality/ NAC) shall procure the equipment, instrument & furniture and shall handover to Urban HWC. Further, Computers, laptops, printer, scanner and its peripherals shall also have to be procured for OPD, DDC, office/staff and outreach program adhering the procurement norms.

12. Building for UHWCs

Minimum Space required to run a UHWC: 2500 Sqft

Areas	Approx Built up area (in Sqft)
OPD	300
Dispensing	150
Dressing & Injection Room	150
Lab	300
Physiotherapy	300
Wellness room including Yoga Centre	300
Store	200
Patient waiting Space with Toilets for Male & Female	300
Office room	200
Observation and emergency room	300
Total	**2500**

However, building with more space if available within the approved rate can be taken on rent by the agency .Parking space should be available and the building should barrier free and easy access to the patient.

13. **City wise House Rent Approved**

Sl. No	Types of Cities	Maximum ceiling of House Rent approved (inclusive water, electricity etc.)
1	Corporation Cities	Rs.25,000/-
2	Municipalities/NAC	Rs.20,000/-

Refurbishing of existing Building: Refurbishing of hired / Government Building shall be done.

14. **Training and Capacity building:** The staff of Urban-HWC would be oriented/trained in different thematic areas through capacity building plan to deliver primary health care and improve public health functions, as well in the use of Digital and IT systems to access online training and real time reporting of data. They would also be trained in undertaking vulnerability assessment, community-based processes/intervention to enhance reach to marginalized communities. Training/Orientation/Exposure visit shall be organized by the respective District/City/State accordingly.

15. **UHWC Management Committee:** A committee shall be formed in each UHWC to look after day to day management of the facility. The committee will sit twice in a month to discuss the progress, issues and prepare plan of action. The followings are the members of the committee

DPHO in case of district /ADUPHO in case of Corporation city	– Chairperson
Representative of the Commissioner/EO, ULB	- Member
Corporator/Counselor/Sarpanch(in case of peri urban area) where UHWC is located	- Member
MO (I/C) of the reporting unit of the UHWC	- Member
DPM & DAM	- Member (In case of District)
CPM & CAM	- Member (In case of Corporation city)
APM- UH & PHM of UPHC	- Member
MO (/C) of UHWC	- Member Convener
Centre Co-ordinator	- Member
One NGO representative	- Member (To be nominated by Chairperson)

16.Financial Management procedures

A sum of Rs. 70 Lakhs has been approved under XV-FC grant for operationalisation of each UHWC in the FY 2021-22. This annual grant will be utilized for taking up of different activities as detailed out in this approved UHWC guidelines & Budget. The budget details for operationalisation of UHWC will be approved & communicated annually along with the implementation guidelines.

The fund has been sanctioned to respective ULBs. A part of the sanctioned fund has to be released to Individual Institution (UHWC) from the ULB. The fund has to be released to UHWC on half yearly basis. Budget in other heads has to be paid to the vendor/Service providers directly by ULB & keep record. Procurement norms should be followed for procurement of EIF and drugs.

Negative List: The ULB/ UHWC should utilize the grants as per the approval heads. The fund under the XV-FC health grants should not be used by the District/City for any CSS component or for any other mandate, apart from the components listed for the utilization of the health grants under XV-FC.

No-duplication: There is no duplication or overlap of proposals, tasks, procurements, construction, hiring of HR etc. for which funds have already been provided under NHM, State budgets any other funds.

Bank A/C: A Joint Bank account will be opened in the name of MO (I/C) of the UHWC and MO/Suppt. of the UPHC/ CHC/ Other hospital in a nationalized bank. In the absence of the MO (I/C) of the UHWC, any Paramedical staff/Program Management staff to be nominated by UHWC management committee shall act as joint signatory of the UHWC bank account.

17. Reporting & Monitoring

The SLC (State Level Committee) will send the progress report on both physical and financial progress against the approved plan on quarterly basis to the Ministry of Health and Family Welfare, Govt. of India. The District/ City to submit the progress report of UHWC to State on monthly basis regularly. A dashboard will be prepared to monitor the activities of 15th FC grants, which would track the physical as well as financial progress. The dashboard would be updated regularly. Further, the district/ city may follow up for submission of following report;

- The report on (HIMS/ standalone/ NCD/ DCP/ vital statistic/ UHND/ Immunisation/ Community process) of UHWC will be submitted as per the standard format/ template to the reporting unit. The reporting format of UHWC is at Annexure-I
- The report of the virtual sub-centre shall be complied and consolidated at UHWC level
- The Outreach activities i.e UHND, Immunisation, special outreach camp, ASHA/MAS activities etc shall be reported by the UHWC
- The district/city to compile the report and send it to the State/NHM

Review

- Monthly review of UHWC and outreach activities in the presence of hospital/field staff.
- Visit of MO to the UHND / immunization / outreach camps sites
- Quarterly review of the progress of UHWC at ULB/District level
- Half yearly review/ annual assessment at State level

PART- II

Management of Urban HWC under PPP

1. Introduction

The concerned District/ City to take a decision regarding number of Urban HWC to be managed under PPP. In this context, the district/city to adhere the norms mentioned in the operational guidelines for management of the UHWC. The concerned ULB (Municipal Corporation/ Municipality/ NAC) may issue advertisement for partnering with the Private agency/NGO as per the RFP. The advertisement may be issued in two English and two Odia dailies. The selected agency agrees to undertakes/implement all National/States Health Programmes/ Health interventions/activities including outreach activities mandated as per the guidelines.

2. Duration of the Project

The duration of the contract will be initially for One year. However, the contract may be extended further up to a maximum period of four years (renewal on bi-annual basis) subject to the fund provision approved under XV-FC/PM-ABHIM grant and satisfactory performance of the selected bidder in UHWC operation and management.

Selection process of the agency

3. Eligible criteria for making partnership of this project

1. It must be registered under Society Registration Act/Indian Trust Act/Company Act/Clinical Establishment Act
   (a) If it is a NGO registered under Society Registration Act **[In case of other than home district (tender inviting authority), they must have Society Registration before the Registrar of Society cum IGR of respective State to work beyond one district]**, it must have the provision of health services, health care, primary healthcare, and any other health related services in its memorandum of association.
   (b) If it is a Trust, it is to be supported with the relevant trust deed to provide health services, health care, primary health care or any other health related services.
   (c) In case of company, it must be in Section 8 of Companies under the companies Act 2013 (erstwhile Sector 25 Companies under Companies Act 1956) with provision of healthcare as one of the businesses in the memorandum of association.
2. One person Firm is not eligible to apply.
3. To be eligible to apply, the bidder must be in existence for at least 5 years as on 31st March 2021. Organizations established/registered after 1st April 2016 are not eligible to apply.
4. The bidder must have minimum 5 years of experience in Health Programmes/ running Hospitals/ Social Development Sectors with Govt. / Private sector/ Own funding as on 31st March 2021.
5. The bidder in case of NGO/Trust must have Unique ID Number through the portal NGO-DARPAN of NITI Aayog.

6. The bidder should have an annual turnover of at least Rs 100 lakhs per each year in the last three financial year i.e 2018-19, 2019-20 & 2020-21.
7. The bidder in case of NGO/Trust should have been registered under 12-A of Income Tax exemption.
8. The bidder must not have been "blacklisted"/ "debarred" from participating in any tendering process by any State Govt./Central Govt. Institutions. An original affidavit in a stamp paper to this effect is to be submitted.
9. The bidder or any of its office bearers must not have been convicted/case pending against them by any court of law in India or Abroad for any civil/criminal offences. An original affidavit in a stamp paper to this effect is to be submitted.
10. In case the services of any bidder have been discontinued on the basis of the conduct of any financial irregularities, the said bidder shall not be allowed to apply. An original affidavit in a stamp paper to this effect is to be submitted.
11. The bidder must submit an undertaking for the willingness to sign the service level agreement towards the implementation of the project.
12. The bidder must submit a declaration that (i) it has not undertaken more than 10 Urban HWC (UHWC) projects in the State of Odisha and also not undertaken more than 5 UHWC projects in the District (ii) if selected shall not implement/undertake more than 10 projects in the State and not more than 5 projects in the applied districts with the XV-FC Grant/ PM-ABHIM Grant.
13. The bidder must submit original affidavit that any project of the bidder has not been terminated/ discontinued on the basis of the conduct of any financial irregularities in past.
14. The bidder or his/her authorized person has to sign all pages of the documents and all the mandatory documents.
15. EMD has to be submitted along with the application.

4. Selection Process

(a) After receipts of the application with required documents and EMD, the Desk Appraisal Committee at ULB *(Municipal Corporation/ Municipality/ NAC)* level will conduct screening process of the proposals received within the due date. The Committee will verify whether copies of all the required documents as per the advertisement have been submitted along with each proposal. If at all, any deficiency in document submission pertaining to the eligibility criteria is found out in any of the proposal, the same proposal shall be rejected.

(b) The Desk Appraisal Committee to be constituted at the level of respective ULB (*Municipal Corporation/ Municipality/ NAC)* level. The Desk appraisal committee of the ULBs are ;

i. **The members of Desk Appraisal committee of Corporation city – ULB are :**

1. Nominated officer by Municipal Commissioner(Not below rank of Dy Commissioner)- Chairperson
2. ADUPHO
3. City Health Officer of Corporation city

4. Representative of CDM & PHO
5. Accounts officer of the ULB (to be nominated by Commissioner)
6. CPM-UH –Member Secretary
7. CAM/APM- UH
8. PPP Co-ordinator, NHM of the District

ii. The member of Appraisal committee for other ULB town(Municipality/NAC)

1. Executive officer of the ULB – Chairperson
2. District Public Health Officer(DPHO) of the district
3. Health officer of the ULB
4. Accounts officer of the ULB (To be nominated by EO)
5. DPM, NHM – Member Secretary
6. District Accounts Manager, NHM
7. APM- UH
8. PPP Co-ordinator, NHM of the District

(c) As per the decision of the Desk Appraisal Committee, the shortlisted Agencies shall be finally called to the office of ULB (Municipal Corporation/Municipality/NAC) for necessary verification of their original documents vis-à-vis documents submitted in the application. The Desk Appraisal Committee shall verify the documents. Lateral entry of any documents by the Agency shall not be entertained.

(d) After verification of the original documents vis-à-vis documents submitted with original application, the Desk Appraisal Committee will award marks in the prescribed score sheet. No field appraisal process shall be conducted for selection.

(e) The merit list will be prepared those have secured **minimum 50%** marks in the score sheet in order to be eligible for merit. In case of more than one agency get equal score, the bidder having **highest total turnover** as per the audited statement shall get preference.

(f) The entire selection process will be approved in the District level Committee formed for XV-FC. Detailed process shall be recorded in the minutes of the meeting and the agency in top of the merit list shall be recommended and communicated to concerned ULB (Municipal Corporation/Municipality/NAC) for signing of the MoU for operation and management of the UHWC.

(g) In case the selected agency shall not sign the MOU or not take up the project within the stipulated time, then the award will be offered to next bidder in the merit list for management of the UHWC.

5. <u>Maximum ceiling limit of Projects:</u>

A maximum number of 10 UHWC projects can be sanctioned to a particular Agency in the State and maximum 5 UHWC project in a District out of XV-FC/PM- ABHIM grant. In this context, the agency should submit a declaration in the application for the same.

6. Post Selection Procedure:
   i. After approval of the District level Committee, the district will send the list of the selected bidder along with the order of merit list to the concerned ULB (Municipal Corporation/ Municipality/ NAC).
   ii. The concerned ULB(Municipal Corporation/ Municipality/ NAC) shall issue the letter of award to the selected agency for operation and management of Urban Health & Wellness Centre (UHWC).
   iii. Within 30 days of the issue of the letter of award, the selected bidder will be required to inform the concerned ULB(Municipal Corporation/ Municipality/ NAC) in writing of its acceptance of the award and start the services as per the norms, failing which, the award will be offered to next order of merit bidder for management of the UHWC.
   iv. On completion of these formalities, the ULB(Municipal Corporation/ Municipality/ NAC) will inform the selected Agency regarding date of signing of the service level agreement/MoU.
   v. After signing of the MOU, the agency to submit the list of the manpower and security money to the concerned ULB (Municipal Corporation/ Municipality/ NAC).
7. **Performance Monitoring and Standard of Services**

- The performance of the Agency will be monitored largely on the basis of output based indicators specified in the key deliverables. These indicators and performance standards can be suitably expanded and/ or modified in the interest of better service delivery to the general public.
- The indicators of health service delivery expected from the Agency are of the minimum standard. The Agency would be encouraged to serve as a role model and to provide services at a much higher standard.
- State shall use other mechanisms such as Health Management Information System (HMIS), and external monitoring process to assess performance on key indicators.
- Review meeting will be held and attended by appropriate levels of officials of the Government and from the selected agency to review the performance, the anticipated outcome as per the agreement and future service developments and changes.
- At the State level, NHM/ Health & Family Welfare Department and Housing & Urban Development Department will monitor, review and evaluate the programme. Various inputs/suggestion shall be given for improvement and mid-course correction and address the difficulties faced by the Agency in running of the UHWC.
- The ULB (Municipal Corporation/Municipality/NAC)//District will make assessment of the project in every six months of operation of the project. However, concurrent monitoring shall be conducted by ULB(Municipal Corporation/ Municipality/ NAC)/ District/City officials as when required and submit the report to appropriate authority
- Annual assessment will be conducted by the District & ULB (Municipal Corporation/ Municipality/NAC) to assesses the performance of UFWC by using a standard format

and submit the report/recommendation for continuation /discontinuation of the project based on the performance.

- Evaluation of the project will be conducted by an Independent External Agencies after two years of completion of project period.

8. General terms & conditions

The agency will have to open a separate saving bank account for this grant-in –aid in any Nationalized Bank. The account will be opened in the name of the project, which shall be operated jointly by at least two office bearers authorized for the purpose by the management committee of the Agency.

The agency has to submit the monthly progress report on the functioning UHWC to ULB(Municipal Corporation/Municipality/NAC)/CDM & PHO at district level/ADUPHO at the Corporation city level /NHM, Odisha/Housing & Urban Development Department at State level in the prescribed format.

The amount of grant should be utilized only for the purpose for which it is sanctioned and the unspent balance of the grants shall be refunded/ adjusted after the close of the financial year.

The agency will submit monthly statement of expenditure to the ULB (Municipal Corporation/ Municipality/NAC)/District/City with a copy to NHM/Housing & Urban Development Department. At the end of the project year, the selected bidder shall furnish annual report of the project along with the audited reports.

On evaluation of proposals and decision thereon, the selected bidder shall have to execute a bi-partite agreement with the ULB within 15 days from the date of acceptance of their bid is communicated to them. This Request for Proposal along with documents and information provided by the bidder shall be deemed to be integral part of the agreement. Before execution of the agreement, the bidder shall have to deposit performance security as per norm.

The agency shall commence the service within 30 days from the date of issue of award of contract. If they fails to commence the service as specified herein, the ULB (Municipal Corporation/Municipality/NAC)/ may, unless it consents to the extension of time thereof may cancel the agreement and forfeit the Performance Security.

9. Withdrawal of partnership

- Either party may terminate this agreement by giving not less than one month notice in writing to the other. This notice shall include reasons as to why the agreement is proposed to be terminated.
- The ULB (Municipal Corporation/Municipality/NAC) may terminate the agreement, or terminate the provision of any part of the Services, by written notice to the Agency with immediate effect if the Agency is in default of any obligation under the agreement, where the default is capable of remedy but the Agency has not remedied the default to the satisfaction of the Government within 30 days of at least two written advice after serving of written notice specifying the default Cine requiring it to be remedied; or

- the default is not capable of remedy; or
- the default is a fundamental breach of the agreement
- If the ULB (Municipal Corporation/Municipality/NAC) terminates the agreement and then makes other arrangements for the provision of the Services, it shall be entitled to recover from the Agency any loss that had to be incurred due to such sudden termination of agreement.

- Both the parties agree that no further payment would be made to the Agency, even if due till settlement of anticipated loss as a result of premature termination of the agreement.
- The ULB (Municipal Corporation/Municipality/NAC) reserves the right to terminate the agreement without assigning any reason if services of the Agency create serious adverse publicity in media and prima facie evidence emerges showing negligence of the Agency.
- At the time of termination, the Agency agrees to hand over all moveable and immoveable assets to the authorized representative of the State Government on a mutually agreed date on "as is where is" basis.
- The Agency agrees that no asset will be moved out of the premises or destroyed other than consumables used during the normal course of operation of the facilities, at any time during the period from the effective date to the date of termination without the prior written approval of the State Government.
- The concessionaire agrees that the date of handing over will not be more than 15 calendar days from the date of termination.

10. Redressal of Grievance

The grievance related to the "Operation and Management of UHWC under PPP" is to be redressed at the level of Urban Local Body (Municipal Corporation/Municipality/NAC).

11. Payment

- Grant-in-Aid for the project shall be released to the selected Agency on the basis of budget provision made in the XV-FC/PMABHIM.
- The disbursement/release of funds by ULB (Municipal Corporation/Municipality/NAC)/ to the Agency would be in three installments i.e. 30%, 35% and 35% in advance of total project cost.
- The 1st installment i.e. 30% will be released after signing of the MoU and submission of the performance security. The 2nd installment, i.e. 35% will be released on 4th month after receipt of the utilization certificate for 75% of 1st installment. The 3rd installment i.e 35% will be released after receipt of the utilization certificate for 75% of 2nd installment on 9th month of annual project period.
- The team based Incentive under HWC to staff shall be released on monthly basis as per the norms.
- The annual budget of the project may be revised time to time on the basis of approval in XV-FC/PM-ABHIM.

12. Submission of Proposal

As per the advertisement, the interested agency to submit the proposal with required documents to concerned ULB (Municipal Corporation/Municipality/NAC) .

13. Supporting documents to be submitted

The following supporting documents required to submit during submission of application by the agency in the appropriate locations, failing which the submission may not be accepted.

Sl. No	Particulars
1	Application form
2	Copy of the Registration Certificate of the Agency (Appropriate registration under Society Registration Act/Indian Trust Act/Company Act./Clinical Establishment Act.
3	In case of NGO/ Trust Unique ID under the portal NGO Darpan of NITI Aayog to be submitted
4	Photo copy of the Memorandum of Association / By-Law / Deed of the Agency
5	Contract/MoU/Sanction order/Approval documents pertaining to the Agency work experience where duration of the projects has been mentioned.
6	Annual Financial Statements of last 3 years duly audited by a qualified CA.
7	12A Registration certificate (In case of NGO/ Trust).
8	Photocopy of PAN Card.
9	Photocopy of the Bank Pass Book.
10	An undertaking in the form of original Affidavit on stamp paper that the office bearer of the Agency has not been convicted by any court of law for any criminal offence
11	An undertaking in the form of original Affidavit on stamp paper certifying that Agency is not blacklisted
12	An undertaking that the Agency is willing to sign the service level agreement
13	A declaration regarding not undertaken more than UHWC in the State & 5 UHWC in the district
14	Declaration regarding submission of original copy of annual report and audit report
15	Proposal format
16	An undertaking in the form of original Affidavit on stamp paper that any project of the bidder has not been terminated/discontinued on the basis of the conduct of any financial irregularities in past.
17	List of Mandatory documents

All the documents should be signed by the authorized person of the bidder with seal and all documents must be clearly visible and readable. The bidder must show the same original documents during physical verification of documents before the Desk appraisal Committee. **In case the bidder fails to submit any supporting documents during the submission of application, further consideration of the same document shall not be entertained during physical verification of documents.**

APPLICATION FORM

OPERATION & MANAGEMENT OF URBAN HWC UNDER PPP

Name of the City_____ Name of the District_____

1	Name of the Agency .	
2	Registered Office address with phone, email ID, website. Contact office address with phone, and email ID	
3	Name of the Chief Functionary with Mobile number	
4	a. Date & year of society registration under Society Registration Act / Indian Trust Act/ Company Act/ Clinical establishment Act (Attach copy)	
	b. Act under which registered	
5	Year of 12 A registration (Attach copy)	
6	Bank details (account number and address & attach photocopy)	
7	PAN Number (Attach photocopy)	
8	Memorandum and bye law of the agency (Attach photocopy)	
9	Annual report (attach copy of the annual report (2028-19, 2019-20, 2020-21)	
10	Copy of Unique ID no under the portal NGO Darpan of NITI Aayog (In case of NGO/Trust)	

11. Financial turn over

Year	Turnover in Lakhs (Rs.)
2018-19	
2019-20	
2020-21	
Total	

(Attached documents)

12. **Experience in implementing projects in any social development sector/ Health Programmes/ running Hospitals out of any Government Funding support.**

Name of the program	Grant support by	Project duration (from-to)	Operational area	Project cost	Remark

(Attach copy of the Agreement/MoU/Authenticated sanction letter with fund released letter).
The project duration less than one year will not be considered as experience for scoring

13. **Experience in implementing projects in any social development sector/Health Programmes/ running hospitals out of any Private Agency Funding support.**

Name of the program	Supported by	Project duration (from-to)	Operational area	Project cost	Remark

(Attach copy of the Agreement/MoU/Authenticated sanctioned with fund released letter).
The project duration less than one year will not be considered as experience for scoring)

14. **Experience in respective district applied for grant (in any social development sector/Health Programmes/ running Hospitals).**

Name of the program	Supported by	Project duration(from-to)	Project cost	Remark

(Attach copy of the Agreement/ MoU/ Authenticated sanction with fund released letter).
The project duration less than one year will not be considered as experience for scoring)

15. **Agency having Multi-State experience in implementation of similar kind of projects (Hospital operation/management) out of any Govt. Funding support.**

Name of the	Supported by	Project	Operational	Project	Remark

program		duration(from-to)	area	cost	

Attach copy of the Agreement/MoU/Authenticated sanctioned with fund released letter).
The project duration less than one year will not be considered as experience for scoring)

16. **Project proposal for UHWC operation & management** – Attach the detailed proposal.
17. Undertaking of the Agency that; any office bearer on behalf of the organization has not been convicted by any court of law in India or abroad for any criminal offence
18. Affidavit for undertaking certifying that Agency is not blacklisted by any Government (State or Central) Department or Agency in India
19. Willingness and consent letter
20. Declaration regarding more than 10 UHWCs
21. Declaration regarding availability of original annual report and audit report
22. An undertaking in the form of original Affidavit on stamp paper that any project of the Agency has not been terminated/ discontinued on the basis of the conduct of any financial irregularities in past.
23. Any other information:

Declaration:

I hereby certify that, I have read the rules and regulation of the Scheme/Project and the above information furnished is true to the best of my knowledge and belief.

Signature of chief functionary of the Agency with seal

Name of the Chief Functionary_____

N. B: All the pages of the documents attached in the application should be signed by the chief functionary of the agency or his/her authorized person, otherwise the application is liable for rejection.

MONTHLY REPORTING FORMAT OF UHWC

State: Odisha	City/Town:	Name of the UHWC:

General Information

Address of UHWC :			
Email/ Phone No :			
Reporting Month :		Slums population covered under UHWC:	
Timing of OPD (UHWC):		No. of AWC under UHWC Area:	
Name of the MO / CHO:		No. of ANMs under UHWC	
Contact No. of MO /CHO:		No. of WKS under UHWC	
No. of Ward Covered with Ward No.		No. of ASHAs under UHWC:	
Total no. of households covered:		No. of MAS under UHWC:	
Population covered:		No. of UHND Session under UHWC:	
No. of slums under UHWC:		No. of FID Session under UHWC:	
Managed under (Dept. /PPP):		If under PPP (Name of the agency):	

1	OPD HWC	No of Patient received services		
A	OPD	Male	Female	Total
i	Care in pregnancy and child birth			0
ii	Neonatal and infant Health			0
iii	Childhood and Adolescent health care services including immunization			0
iv	Family planning, contraceptive services and other reproductive care services			0
v	Management of Communicable diseases: National Health Programmes (Tuberculosis, Leprosy, Hepatitis , HIV- AIDS, Malaria, Kala-azar, Filariasis and Other vector borne diseases)			0
vi	Management of Communicable diseases and General Outpatient care for acute simple illness and minor ailments			0
vii	Prevention, Screening and Management of Non-Communicable diseases			0
viii	Care for Common Ophthalmic and ENT problems			0
ix	Basic oral health care			0
x	Elderly and palliative health care services			0
xi	Emergency Medical Services, including for Trauma and Burns			0
xii	Screening and Basic management of Mental health ailments			0
	Total (i to xii)	0	0	0
B	Screen and Referral	Male	Female	Total
i	No of 30+ year population screened in OPD			0
ii	No of 0 to 1 year patients refered to higher facilities			0
iii	No of 60+ year patients refered to higher facilities			0
iv	Other age group patient referred to higher facilities			0
	Total Referral (ii+iii+iv)	0	0	0
2	DDC	Male	Female	Total
i	No of patient provided drugs			0
ii	No of patient provided NCD drugs			0
iii	No of essential drugs available	Put (In Nos.)		
iv	No of NCD drugs available	Put (In Nos.)		
v	Stock out of any drugs	Put (Yes/No)		

vi	Any local purchase done during the month	Put (Yes/No)		
3	Diagnostic Services	Male	Female	Tot
i	No of patient received services			0
ii	No of Blood test conducted	Put (In Nos.)		
iii	No of Urine test conducted	Put (In Nos.)		
iv	No of Stool test conducted	Put (In Nos.)		
v	No.of days visited by the Pathologist	Put (In Nos.)		
vi	No of test available	Put (In Nos.)		
vii	No of test conducted out of available test	Put (In Nos.)		
4	Tele-Consultation Services	Male	Female	Tot
i	No of days Tele-consultation held	Put (In Nos.)		
ii	No of Patient attended			0
5	Physiotherapy Services	Male	Female	Tot
i	No of session held	Put (In Nos.)		
ii	No of patient received services in OPD			0
iii	No of 60+ years patient received services			0
iv	No of days Community visit held	Put (In Nos.)		
v	No of patient received services at community level			0
	Total No.of patient received Physiotherapy Services (ii+v)	0	0	0
6	Yoga Services	Male	Female	Tot
i	No of Yoga session held	Put (In Nos.)		
ii	No of person 30-59 age group attended the session			0
iii	No of person 60+ age group attended the session			0
iv	No of the person from other age group attended the session			0
	Total No.of patient received Yoga Services (ii + iii + iv)	0	0	0
7	Outreach session / Community mobilization			
i	No of UHND session held	Put (In Nos.)		
ii	No of person received the services from UHND session	Put (In Nos.)		
iii	No of FID session held	Put (In Nos.)		
iv	No of person received the services from FID session	Put (In Nos.)		
v	No of other outreach session held	Put (In Nos.)		
vi	No of person received services from other outreach session	Put (In Nos.)		
vii	No of meeting held with MAS	Put (In Nos.)		
viii	No of FGD held	Put (In Nos.)		
ix	No of meeting held with RWA	Put (In Nos.)		
8	Disease Surveilance	Put (Yes/No)		
i	Any outbreak reported	Put (Yes/No)		
ii	Wheather all the format/report under IDSP submitted	Put (Yes/No)		
9	Wellness & IEC / BCC	Male	Female	Tot
i	No of weekly sessions of Nutrition specialist held	Put (In Nos.)		
ii	No of persons received services			0
iii	No of health day/ event/ campaign/wellness program held	Put (In Nos.)		
iv	No of persons received services/attended			0
10	Human Resources	No of days available		
i	MO/ CHO	Put (In Nos.)		
ii	Staff Nurse	Put (In Nos.)		
iii	Lab Tech	Put (In Nos.)		
iv	Pharmacist	Put (In Nos.)		
v	HW(M)	Put (In Nos.)		
vi	HW(F) if approved	Put (In Nos.)		
vii	Centre Co-ordinator	Put (In Nos.)		
viii	Support Staff	Put (In Nos.)		
ix	Cleaning Staff	Put (In Nos.)		
x	Security Staff	Put (In Nos.)		

xi	Any other	Put (In Nos.)
11	Facility Readyness	
i	Availability of Suggestion / complaint box	Put (Yes/No)
ii	Availability of adequate working space	Put (Yes/No)
iii	Availability of safe drinking water	Put (Yes/No)
iv	Availability of hand wash with soap facility	Put (Yes/No)
v	Availability of Telephone and Internet	Put (Yes/No)
vi	Availability of Computer / Laptop/printer	Put (Yes/No)
vii	Installation of Fire Extinguisher & sand bucket	Put (Yes/No)
viii	Separate space for Drug Distribution Centre(DDC)	Put (Yes/No)
ix	Availability of separate Toilet (male/female) for staff	Put (Yes/No)
x	Availability of separate Toilet (male/female) for Patient/ attendant	Put (Yes/No)
xi	Availability of alternative power supply(invertor/generator)	Put (Yes/No)
xii	All the Equipments / instruments / furniture are available at all units as per the guideline	Put (Yes/No)
xiii	Availability of colour coded bins at point of waste	Put (Yes/No)
xiv	Availability of functional needle cutter	Put (Yes/No)
12	IEC	
i	Prominent display boards in local language / Charter of Patient Rights	Put (Yes/No)
ii	EDL Displayed	Put (Yes/No)
iii	OPD scheduled displayed	Put (Yes/No)
iv	Pathology Services displayed	Put (Yes/No)
v	Availability of directional signage from main road to UHWC	Put (Yes/No)
vi	UHWC area of operation displayed	Put (Yes/No)
vii	Staff list and their telephone number displayed	Put (Yes/No)
viii	Important emergency telephone number displayed	Put (Yes/No)
13	Finance	
i	Weather separate A/c. opened	Put (Yes/No)
ii	Opening balance beginning of the month	Amount
iii	Funds received from ULB during the month	Amount
iv	Interest earned end of the month	Amount
v	Amount utilised during the month	Amount
vi	Closing Balance	Amount
vii	Wheather SOE / UC submitted to ULB	Put (Yes/No)
14	Others	
i	No of days visit by MO to the field/outreach area	Put (In Nos.)
ii	No of monthly review meeting/ other meeting held	Put (In Nos.)
iii	No of UHWC managing committee meeting held	Put (In Nos.)

Signature of the MO (I/C) and seal

TOR and Job description of Staff

Job Description/ToR of Medical Officer (I/C) , UHWC

Reporting authority: MO (I/C) of UPHC/ Designated health institution

Job Description & ToR:

- Diagnosis and treatment of patients coming to OPD.
- Ensure 12 services under the UHWC.
- To conduct minor surgery, ANC, PNC etc in the UHWC.
- In case of any complication, immediate referral to the higher health institutions.
- Prescription of medicines from the available essential drug list.
- Supervision of day to day hospital activities & management so as to ensure quality assurance and client satisfaction care of the patients.
- Supervision on proper maintenance and update of records and reports.
- General administration of the urban HWC & staff management etc.
- Ensure achievement of quality standard & other achievement.
- Supervise out-reach activities/community mobilization under the jurisdiction of the urban HWC.
- Keep close coordination with reporting health institutions. City / District/ ULB and other key line departments for smooth operation of the facility and regularly participation in the district/ city level monthly meetings.
- Verify reports & returns generated every month and their analysis before submission to City/District.
- Conduct verification/ audit of the stock allotted/procured for Hospital and forward the indent to CHS/DHS for supply of medicine from time to time.
- Ensure proper use and management of bio-medical waste.
- Any other tasks assigned by District/City/ ULB from time to time

Job Description/ ToR of Staff Nurse

Reporting authority: MO (I/C) UHWC

Job Description & ToR:

- Counseling on RMNCH+A services to the patients.
- Conduct ANC, PNC and family planning services.
- Assist to the Medical Officer(I/C)
- To counsel the couples of reproductive age for use of contraceptives and Tubectomy / vasectomy.
- Administer injection to the patients as per the prescription by MO.
- Assist to Pharmacist to prepare reports & returns
- Dressing to injured patients, administration of injection etc.
- Ensure Bio-waste management in the hospital

- Follow up NCD activities and UHWC mandated services
- Involve in the quality process.
- Participation in staff education and training
- Assist in the Immunization program
- Assist in all other National Program
- Support in the PMSMA activities
- Prepare records/registers related to her assignment
- Any other tasks assigned by the MO I/c or competent authority from time to time.

Job Description/ToR of Pharmacist

Reporting authority: MO (I/C) UHWC

Job Description & ToR:

- Dispensing of medicines to patients as per the prescription of Medical Officer.
- Maintain physical stock relating to equipments, assets, drugs, consumables and stationeries etc and their records.
- Responsible for indenting of stocks from time to time.
- To assist the Medical Officer in OT for minor surgeries etc.
- To support in organizing of health camps in the operational area of project and assist Medical Officer in camp activities.
- Support in quality improvement, process of the hospital.
- Prepare reports & returns as per mandate of UHWC/Govt. .
- Any other tasks assigned by the MO I/c or competent authority from time to time

Job Description/ ToR of Lab Technician

Reporting authority: MO (I/C) UHWC

Job Description & ToR:

- Examination of all kind of general pathological tests as per the prescription of Medical Officer.
- Lab test mandated under UHWC and timely submission of the report to the patients
- Functional of DMC
- Microscopic examination of malaria slides of the catchment area brought by field workers.
- To assist in organizing of health camps in the operational area of project and assist Medical Officer in camp activities.
- Support in quality improvement, process of the hospital.
- Related records and stocks shall be maintained properly and will assist in preparation of periodical reports & returns.
- Any other tasks assigned by the MO I/c or competent authority from time to time.

Job Description/ ToR of Physiotherapist

Reporting authority: MO (I/C), UHWC

Job Description & ToR:

- Available in the UHWC during the OPD hours
- Provide the services as per the protocols

- Formulating treatment plans to address the conditions and needs of patients.
- Conducting complex mobilization techniques.
- Making assessments of patients' physical conditions.
- Conducting complex mobilization techniques.
- Educating patients, family members, and the community on how to prevent injuries and live a healthy lifestyle.
- Referring patients to doctors and other medical practitioners as per requirement.
- Planning and organizing physiotherapy and fitness programs.
- Maintenance of the Separate OPD register
- Visit to the community(once in a week) as per the plan
- Ensure available of maintenance of the equipment/instruments under the department.

Job Description/ ToR of Centre Coordinator

Reporting authority: MO (I/C), UHWC

Job Description & ToR:

- To provide support to the MO (I/c) for effective planning and monitoring of the programmes.
- To support MO (I/c) in day to day updating & up-keep of the data/information on program and finance.
- To ensure collection, compilation & reporting of all data related to HMIS, MCTS, HR & infrastructure of UPHC/UCHC, etc.
- To prepare the disease burden data/report
- Co-ordination with the reporting institutions, City/District/ULB
- To collect & validate data provided by ANMs.
- To maintain all records and registers of UHWC.
- To support and organise payment of incentives to the staff
- To maintain store records related to fixed assets.
- To maintain all physical & financial data in the form of MIS.
- Provide handholding support to MAS, WKS in maintenance of records & utilisation of untied fund if any.
- To ensure BMW guidelines and fire safety measure
- To support MO (I/c) during the organisation of monthly/quarterly meetings, workshop, consultation, training, etc.
- Any other tasks assigned by the MO (I/C) or competent authority from time to time.

Job description/TOR of HW (M)-UHWC

Reporting authority: MO (I/C), UHWC

- The Health Worker (Male) will mainly focus on activities which are related to disease control programs, detection and control of epidemic outbreaks, environmental sanitation, safe drinking water, first aid in emergencies like accidents, injuries, burns etc., treatment of common/ minor illnesses, communication and counselling, life style diseases and logistics and supply management at operational areas of UHWC.

He will also facilitate ANM in MCH, Family Welfare and Nutrition related activities.

MEMORANDUM OF UNDERSTANDING (MOU)

Between

_____ (Name of the ULB- Municipal Corporation/ Municipality/NAC) and _____(Agency) for Management of Urban HWC(UHWC) under PPP

1. Preamble

Where as in order to further improve the health services in the urban areas under XV-FC /PM-ABHIM grant, it has decided to contract out Urban Health & Wellness Centre (UHWC) in _____ city/town in _____District which will be managed and operated by _____ (name of the Agency) _____ in Partnership mode.

And whereas, following invitation of the Request For Proposal (RFP) from Agencies on dated _____ and subsequent approval of the District Level Committee on _____, the said agency has been selected through open advertisement for management of following Urban HWC(UHWC) in _____city _____district.

Sl. No	Name of the Urban HWC(UHWC)	Name of the City/Town

Now, therefore, this Memorandum of Understanding (MoU) is signed between _____Municipal Corporation/ Municipality/ NAC (Name of the ULB) on dt._____ represented by the Commissioner/ Executive Officer of the ULB (which expression shall include his successors, assigns and administrators) on the one part and _____(name of the Agency)_____ (herein after referred to as "Agencies") represented by their President/Secretary/Director (Which expression shall include its assigns, successors and administrators) on the other.

2. Number and location of Urban PHC(UPHC)

The "Agency" will operate & manage the Urban HWC (UHHC) as per details given above. Upon selection, the agency shall be required to enter into an MoU with the Commissioner/Executive Officer of the ULB (Municipal Corporation/Municipality/NAC) for implementation of the project. The agency will cooperate and collaborate for effective implementation of all the services mandated under UHWC & other mandated services in the jurisdiction areas.

3. Modalities of Implementation

3.1 The ULB (Municipal Corporation/Municipality/NAC) shall provide physical infrastructure of the Urban HWC to the Agency or agency may hire the building along with the existing equipments, furniture, etc for management of the facility. The agency will maintain the

said building/equipments with due care as would be reasonably expected. In case of UHWC to run in rental accommodation, the agency to take the rental accommodation as per the UHWC guidelines/norms.

3.2 The _____ (Name of the Agency)_____ shall provide all the clinical services and other Public Healthcare services, as normally expected from any Urban Health & Wellness Centre (UHWC), to the local population residing in the geographical area under the jurisdiction of the said UHWC. The Agency will engage its own medical/paramedical/other staff for providing these services and will ensure that these personnel are available during emergency. The personnel would also reside locally. In case of leave or absence of any personnel, the Agency would be duty bound to provide an alternative so that the UHWC does not, at any point in time, become non-functional due to the lack of the required personnel.

3.3 The Urban Health & Wellness Centre (UHWC) will be the basic unit of service delivery. It encompasses the services listed below of preventive, primitive and curative actions; which are broadly categorized into the following groups.

- Management of Common Communicable Diseases and General Outpatient care for acute simple illnesses and minor ailments.
- Management of Communicable Diseases.
- Screening and Management of Non- Communicable Diseases including promotion of healthy life style.
- Care in pregnancy and child-birth.
- Neonatal and infant health care services including Immunization.
- Childhood & Adolescent health care services.
- Family Planning, Contraceptive services and other Reproductive Health Care services.
- Screening and Basic Management of Mental Health ailments.
- Care for Common Ophthalmic and ENT problems.
- Basic Dental Health Care Service.
- Geriatric and palliative health care services.
- Emergency Medical services.
- Physiotherapy Services
- Yoga Services
- Outreach Services

All the service delivery should be as per the UHWC guidelines. The Agency may mobilize additional resources, infrastructure and manpower for better functioning of the Urban HWC (UHWC).

3.4 List of Services to be provided at the UHWC level are given below which is an indicative list and not an exhaustive list.

Sl. No	Services	Brief Description
1.	General OPD Service	The OPD working hour would be 8 AM to 11 AM and 5 PM to 8 PM. However, it may be changed basing on the notifications issued by Govt. time to time. Services to be provided in OPD are; Diagnosis and screening of patients attending Allopathic OPD, prescription of free drugs, referral of complicated cases. In case of emergency, the UHWC Staff shall attend the patient even it is beyond the general working hour.
2.	Care in pregnancy and Maternal health	• Early registration of pregnancy and Antenatal check-up. • Identifying HRP, GDM • Post Natal Cases, counseling etc.
3.	Neonatal and infant health care services	• Identification and management of high risk newborn. • Management of BA, ARI, Diarrhoea. • Identification & referral for congenital anomalies and AEFI. • Complete Immunization, Vit. A Supplementation
4.	Childhood & adolescent health care services	• Identification and management of vaccine preventable diseases. • Early detection & referral for abnormalities, delay and disability. • Prompt Management of ARI, acute Diarrhoea and detection of SAM • Adolescent Health counseling.
5.	Reproductive health and Contraceptive Service	• Provision of condoms, OCP, ECP and insertion & removal of IUCD. • Identification and management of RTIs/STIs • Counseling for Family Planning, access to spacing methods and treatment of hormonal & menstrual disorders track infection etc.
6.	Management of communicable diseases including NHP	• Diagnosis and management of VBDs • Provision of DOTS for TB and MDT for leprosy • HIV Screening
7.	Management of Common communicable diseases and acute simple illnesses	• Identification, management and referral of common fevers, ARIs, diarrhoea, skin infections, cholera, dysentery, typhoid, hepatitis, rabies and helminthiasis. • Management of common aches, joint pains, and common skin conditions, (rash/urticaria)
8.	Screening & comprehensive management of NCDs	• Screening, treatment and referral for Hypertension and Diabetes. • Cancer – screening for oral, breast and cervical cancer and referral for suspected cases of other cancers • Screening and follow up care for occupational diseases, fluorosis,

Sl. No	Services	Brief Description
		respiratory disorders (COPD and asthma) and epilepsy
9.	Basic ophthalmic and ENT care services	• Identification and treatment of common eye problems • Management of common colds, ASOM, injuries, pharyngitis, laryngitis, rhinitis, URI, sinusitis, epistaxis • Manage common throat complaints and removal of foreign body.
10.	Basic dental health care	• Screening and basic management for common oral health conditions. • Oral health education about dental caries, periodontal diseases, malocclusion and oral cancers.
11.	Basic geriatric health care services	• Management of common geriatric ailments; counselling, supportive treatment • Pain Management and provision of palliative care with support of ASHA
12.	Emergency Medical Services	• Stabilization care and first aid before referral in common conditions. • Identify and refer cases for surgical correction cysts / lipoma/ haemangioma/ ganglion and other conditions.
13.	Screening & basic management of mental health ailments	• Detection, referral and follow up of patients with severe mental disorders • Dispense follow up medication as prescribed by the Medical officer at UPHC/ UCHC or by the Psychiatrist at DH.
14.	Drug Distribution Centre(DDC)	• DDC branding as per "Niramaya" guidelines • Available drugs as per the EDL • Local purchase of drugs
		• 50 types of tests to be conducted at UHWCs. • Testing and collection point of sputum through installing cough collection box etc.
15.	Diagnostic services	• Refer to referral institutions for any other tests not prescribed at UHWC level. • Calibration of equipment/instruments shall be done on regular basis with the support of technical agency.
16.	Health Promotion / Wellness activities	• Conducting yoga sessions • Organizing other wellness activities/sessions • Organizing wellness activities as per Fit India Movement.
17.	Tele-consultation Services	UHWC is responsible for facilitating conduction of tele-consultation services.

Sl. No	Services	Brief Description
18.	Physiotherapy Services	• The services will be made available at both facility & community level. • This facility based physiotherapy services will be opened for 5 days in a week for general patients and one day in a week at community level for identified home bound cases those are unable to rotate.
19.	Outreach services	• Facilitate UHND / immunization session within the UHWC areas • Facilitate ASHA/ MAS/ WKS activities • Facilitate/ organize the special outreach sessions/ camps • Vulnerability assessment of the slums within the operational area of UHWC to be conducted/ updated on yearly basis

3.5 To provide the services as described in Para 3.4 above, the minimum staff deployed would be as under. Any changes in the above pattern would be effected with approval of the ULB (Municipal Corporation/ Municipality/ NAC) Committee.

Sl. No.	Category of Staff (to be selected as per Govt. eligibility norms)	No of post.	Eligibility Qualification
1.	Medical Officer (Allopathic)	1	• **Age-** S/he must have attained the age 21-70 years. • MBBS degree from an institute recognized by Medical Council of India. Must have valid registration from the Odisha Council of Medical Registration.
2.	Pharmacist	1	• **Age-** The age should be between 21-50 years for fresher ar upto 65 years for retired person. • **Minimum Qualification-** Degree/Diploma in Pharmacy from Govt./Govt. recognized Institution. Minimum 1 ye Experience in managing a drug store in a repute hospital/health center
3.	Staff Nurse	1	• **Age-** The age should be between 21-50 years for fresher ar upto 65 years for retired person • **Minimum Qualification-**The candidates must have passed th +2 Science examination & shall have completed GNM cour from institution recognized by Govt. and approved INC ar must have registered in the Odisha Nursing Council.
4.	Lab Technician	1	• **Age-** The age should be between 21-50 years for fresher ar upto 65 years for retired person • **Minimum Qualification-** The candidates must have passed Diploma in Medical laboratory Technology from AICTE/ AIC approved institutions/State Govt. recognized institutions.

5	Health Worker (Male)		• Age- The age should be between 21-50 years for fresher and upto 65 years for retired person • **Minimum Qualification**- Degree/Diploma in Pharmacy from a Govt./Govt. recognized Institution. • He/She should have passes odia language in M.E standard.
6	Physiotherapist – Part time		• Age –The age should be between 21-50 years by the date of advertisement • **Eligibility**: The Candidate must have passed Bachelor degree in Physiotherapy from a recognized university or institution. The Degree must be 4 years and 6 months of full time course including 6 months of compulsory internship.
7	Yoga Teacher- Part time		• Age – The age should be between 21-50 years by the date of advertisement • **Eligibility**: The candidate must be an M.A. in Yogic Science/ M.A. in Human Consciousness and Yogic Science/ PG Diploma in Yoga/ 1yr Diploma in Yoga from an Institution / College affiliated from a recognized University of "the State/ I.0 + 2 pass who have obtained yoga Wellness Instructor Certificate from Yoga Certification Board. He should belong to the same District where the HWC is situated. He should be able to read, write and speak odia **Female:** The candidate must have passed to +2/ Intermediate Examination recognized by Central/ State Board and She should belong to the same Ward. In case of non availability of In same she should belong from same district. She should be able to read, write and speak Odia. She should be of sound Physical and Mental Health and devoid of any Physical Infirmity/ deformity which may create hindrance for discharging the above responsibility.
8.	Centre Co-ordinator	1	• **Age**- The age should be between 21-45 years by the date of advertisement • **Qualification** : The candidate must have master degree in Hospital administration/Public Health management/Business Administration
9.	Support staff	1	• **Age**- S/he must have attained the age 21 years. • **Minimum Qualification**- Minimum 8th Standard.
10	Cleaning Staff	1	• **Age**- S/he must have attained the age 21 years. • **Minimum Qualification**- Minimum 8th Standard.
11	Security Guard	1	• **Age**- S/he must have attained the age 21 years. • **Minimum Qualification**- Minimum 8th Standard

3.6 The personnel engaged by the Agency could be paid higher honorarium by the Agency out of its own resources. However, the quality should not be compromised in management of such Urban HWC by the Agency. Further on each such occasion the concerned ULB(Municipal Corporation/Municipality/NAC) must be kept informed on selection of such manpower by the Agency for their verification/assessment. The personnel should also be suitably trained for the job they are selected for. Personnel engaged by the Agency will be the sole responsibility of the Agency and would have no claim at any time whatsoever, by virtue of their contract with the Agency or for any other reason, for being absorbed into Government service at a later date. The agency to ensure timely payment of the remuneration to the staff.

3.7 The Agency will provide all designated services in free of cost to the patients at the UHWC. No charges will be collected from patients for availing of any diagnostic test and treatments, drugs, registration on OPD, Physiotherapy etc.

3.8 **Key deliverables in Urban PHC Management Project:**

Sl. No	Activities	Deliverables
1.	All prescribed manpower are in position.	There is no vacancy of maximum 60 days of any position in the UHWC throughout the year.
2.	OPD Service (Allopathic)	Min. Avg. OPD 40/day
3.	Laboratory Services	All 50 tests are available as per the standard list under free diagnostic services for UHWC
4.	ANC/PNC Clinic	9th of every month UHWC conducted Pradhan Mantri Surakshita Matrutya Abhiyan (PMSMA) as per the guideline. ANC/PNC check up to be conducted
5.	12 HWC services	All the services under the UHWC should be rendered in the facility
6.	NCD Clinic/Screening	Daily- OPD and services to the NCD patients.
7.	Functional Designated Microscopy Center (DMC)	Functional Designated Microscopy Centre
8.	Functional Physiotherapy Centre	Five days Physiotherapy Services at the facility and one day at community level
9.	Health Promotion and disease prevention (U HWC)	Conducting/observation of Health Days as per wellness calendar and yoga sessions as per the approved budget
10.	UHWC managing committee	Meeting of the UHWC managing committee as per the mandate
11.	Maintaining Quality	All the standard norms under BMW/fire safety and other

Sl. No	Activities	Deliverables
	Standard and other statutory norms	statutory norms to be adhered in the facility
12.	Outreach services	Must oversee/monitor the effective implementation of the community services program i.e MAS,ASHA, WKS activities and UHND sessions, Immunization, special health camps, screening camp for sanitary workers, NCD camps etc.
13.	Yoga Services	Six days in week at the facility or other places as per the decision of the ULB

4. **Funding:**

4.1 The Agency will receive support in funds under XV-FC/PMABHIM towards meeting the operation & management cost as per budget provision made under UHWC from time to time.

4.2 **Budget:**

For management of Urban HWC, the budget will be released to the Agency as per the approved amount from the ULB(Municipal Corporation/Municipality/NAC). The cost of project is attached at Annexure-A. The annual budget of UHWC Management project may be revised in time to time on the basis of approval by the Govt/ULB(Municipal Corporation/Municipality/NAC) under XV-FC /PMABHIM grant.

The Agency on acceptance of offer must deposit a Bank Guarantee of Rs. 1, 00, 000/- (Rupees one lakh only) per project in the name of _____ (Municipal Corporation/ Municipality/ NAC) _____from a Nationalized Bank with valid period of minimum one year as performance security. It will be the responsibility of the Agency to renew the Bank Guarantee before expiry and ensure its validity as per the contract period extended time to time.

4.2.1. Financial assistance for the project will have two components namely "Personnel Cost" & "Operational expenses". The disbursement /release of funds by the ULB (Municipal Corporation/ Municipality/ NAC) to the Agency would be in three installments i.e. 30%, 35% and 35%. The First installments of the project cost i.e. 30% will be paid after signing of the MoU and submission of the performance security (Bank Guarantee), the 2nd installment i.e. 35% will be released on 4th month after receipt of the utilization certificate for 75% of installment, the 3rd installment i.e. 35% will be released after receipt of installments utilization certificate for 75% of 2nd installments in 9th month of the annual project period.

4.2.2. There will be mid-term assessment by the ULB/District after six months completion of project period. Annual assessment of the project will be done after completion of one year by the District/ City/ State. The external evaluation by third party shall be conducted in each two years of project operation.

4.2.3. Performance Incentive to staff of UHWC shall be released on annual basis. It will be in proportionate to the performance of the Agency as per their annual performance assessment based on the norms prescribed as mentioned below:

- If the UHWC scores from <60%, the performance is to be considered as Poor. In this case each staff will get any PI.
- If the UHWC scores from 70% to 79%, the performance is to be considered Very Good, each staff will get 20% PI on their base remuneration.
- If the UHWC scores 80% & above, the performance is to be considered Outstanding, in this instance, each staff will get 25% PI on their base salary.

5. Audit and Accounting:

5.1 Each Urban HWC will be treated as an independent and separate entity for accounting purposes. Accordingly, separate Accounts will be maintained for each UHWC. A Statement of Expenditure (SOE) and Utilization Certificate (UC) duly certified by Chartered Accountant will be furnished by the Agency to the ULB (Municipal Corporation/ Municipality/ NAC) on half yearly basis. In addition, annual audit of the UHWC accounts would be undertaken through a qualified Chartered Accountant and the audit report and accounts for the year would be furnished to the Government by 31st May of the succeeding year. An authenticated bank statement of the monthly salary payment released to the employee of Agency managed projects in PPP mode should be attached to the SoE.

5.2 The State Government/District reserves its right to get a special audit conducted of the accounts of the UHWC after giving at least 30 days notice to the Agency. Further, Auditor General of Odisha, can as per their discretion, conduct an audit of the accounts of the UHWC.

6. Project commencement, duration & termination:

The duration of the project will be for _____ year/months, starting from _____ to _____. The project may be extended subject to the fund provision under XV-FC/PMABHIM grant and further recommendation of the ULB/DLC and satisfactory performance of the implementing Agency as well as mutual consent. However, in case the State Government/District/ULB or the Agency desires to terminate the project before the expiry of the said period, a notice period of 30 days will be given to the other party. The period of contract will be calculated from the date of physically handing over of the UHWC to the Agency or from the last day of last MoU singed.

7. Performance Monitoring and Standard of Service.

7.1 The performance of the Agency will be monitored largely on the basis of output based indicators specified in the key deliverables. These indicators and performance standards can be suitably expanded and/or modified after mutual consolidation and in the interest of better service delivery to the general public.

7.2 The indicators of health service delivery expected from the Agency are of the minimum standard. The Agency would be encouraged to serve as a role model and to provide services at a much higher standard.

8. **Review and monitoring structure:**

8.1 The existing UHWC management committee may review the performance of UHWC.

8.2 At the State level, Housing & Urban Development Department /Health & Family Welfare Department/ National Health Mission will monitor and evaluate the programme. NHM will review the work done at the UHWC, suggest suitable improvement and mid-course correction, and address the difficulties faced by the Agency in running of the UHWC

9. **Concurrent monitoring**

ULB (Municipal Corporation/ Municipality/ NAC) representatives along with the District Health Administration/City Administration officials will visit the UHWC and undertake monitoring on monthly/quarterly basis and as and when required and submit the report to appropriate authority. The DPMU/CPMU will monitor the progress and send monitoring report to NHM on a prescribed format. Primarily the APM- UH at the District level/City Program Manager- UH at the city level are responsible to coordinate the activities in the field.

10. **Records & Reporting:**

10.1 The Agency would be expected to maintain records and to furnish reports in time as are normally expected in the Government system. The periodicity of reports and the records to be maintained will be intimated to the Agency in writing by the Government. The existing records available with the UHWC will also be handed over to the Agency so as to maintain continuity. The Agency would preserve these records carefully and hand over the same to the ULB (Municipal Corporation/Municipality/NAC) /District/ State Government at the time of exit from the project. All such relevant records/report must be available at the UHWC.

10.2 The Agency will maintain a record of proceedings of the meetings of the UHWC organized from time to time. The Government may authorize officers to conduct inspection at the UHWC. The Agency should also maintain a Visitors Book where authorized Government functionaries can record their views and suggestions after conducting an inspection.

11. **Standard of hygiene and health safety:**

11.1 The Agency will maintain and run the UHWC in a hygienic manner confirming to the standard and norms of health safety. The hospital waste will be disposed in conformity with the recognized and acceptable norms from time to time as also the guidelines.

11.2 The Agency will be duty-bound to assist the Government for controlling any epidemic or medical emergency in the area.

12. Supply or Purchase of drugs and consumables:

Government approved and Government supply drugs will be provided to the UHWC by the District/City. Generic drugs may be procured as per the provision made in the budget under UHWC. Care should be taken by the Agency to use the drugs/consumables within the expiry dates.

13. Asset Creation:

Any assets created at the UHWC from the funds of this project or funds collected from any sources will be the property of the State Government and will be handed back to the Government, as such, after the project duration is over. Assets created by the Agency from its own funds will also remain the property of the Government.

14. Bank Account Operation:

A separate savings bank account in the name of the project will be opened & managed by the Agency. The account shall be operated jointly by at least two office bearers authorized for the purpose by the management committee of the Agency. In case of changes in the bank account operation, the ULB (Municipal Corporation/ Municipality/ NAC) should be kept informed.

15. National Programmes:

The Agency will be a part of the Health Delivery System of the State. Accordingly the various National Programmes of Health & Family Welfare in areas assigned to the Agency will be implemented by the Agency in coordination with the existing field staff specially appointed by the State Government for implementing such programmes. Any drugs/equipment/vaccine made available by the Central Government under any National Programme/State Govt. program for use at UHWC will also be given to the Agency run UHWC at par with other Government-run UHWC.

16. Specialized expensive treatment:

Patient requiring expensive and specialized treatment, not normally expected at the UHWC level, will be referred to the referral hospital through free referral transport facility provided by the Government.

17. Bio-data, Degree Certificates of Staffs:

The organization will submit the bio-data, attested photocopies of qualification certificates, any other council registration certificates along with photographs of all the staff of the UHWC to the ULB (Municipal Corporation/ Municipality/ NAC) for verification before their engagement. After the verification, the agency may engage the manpower for the UHWC

18. Evaluation:

The Government/District/ULB would evaluate the success of the project in providing improved health services to the people. Evaluation will also facilitate identification of intervention areas for removal of difficulties. For this purpose, external evaluating agency shall be

engaged for conducting evaluation during the project life. The Agency will also be encouraged to undertake internal evaluation.

19. Dispute Resolution and Court Jurisdiction:

19.1 Any dispute of differences of interpretation between the ULB and the Agency vis-à-vis this MoU will be taken up with the Commissioner of the ULB in case of Corporation city and Collector & Chairperson of DLC in case of other towns

19.2 For the purpose of this MoU, the jurisdiction will be local court and local laws as applicable in the State of Odisha.

20. Miscellaneous:

20.1 The Agency will not indulge in promotion or encouragement of any religious or political activities. The Agency should be sensitive to the local sensibilities and the tribal culture. It is presumed that the Agency will undertake only lawful activities.

20.2 The Agency is permitted to establish partnership with other agency /organization for performing full or in part any of the activities expected from the Agency as per this MoU.

20.3 The Government reserves its rights to give directions to the Agency in public interest regarding the management and operation of the UHWC or for any other matter related to the UHWC including the selection of personal.

20.4 Agency may mobilize additional resources for supplementary support to improve the service delivery and facility in the UHWC. The ULB (Municipal Corporation/ Municipality/ NAC) must be kept informed on such activity.

21. Other Information:

Any changes in any clauses (s) of this MoU can be carried out by the Government in public interest after due consultation with the Agency. Further, if any aspect of the arrangement between the Government and the Agency and the obligations of the Government /Agency has been left out in this MOU, the same can be included, in the due course, after mutual discussion between the Government and the Agency.

Commissioner/Executive Officer of the ULB | **Two Office Bearers of The Agency**

In witness whereof, the parties hereto have signed this MOU on this _____day of _____ at _____, Odisha, India.

Witness

1. Name :
   Designation :
   Address :
2. Name :
   Designation :
   Address :

Format for Affidavit

(On Non Judicial Stamp Paper)

Affidavit

I,..... (Sole Chief Functionary of the Organization), (the names and addresses of the registered organization) do hereby solemnly affirm and sincerely state that;

a) I or any other office bearer on behalf of the organization has not been convicted by any court of law in India or abroad for any criminal offence.
b) The organization has not been blacklisted by any Government (State or Central) Department or Agency in India, which is in force during the currency of the contract.

I further affirm that, in case of any such evidence in contradiction to above declaration come to the notice of the contracting authority any time during the currency of the contract then our partnership with _____ (ULB) under such contract shall be liable for termination in addition to other legal recourse available under the law of the land.

Dated this .....Day of ....., 20.....

Name of the Applicant

.....

Signature of the Authorized Person

.....

Name of the Authorized Person

Note:

To be executed separately by all the Members in case of Consortium.