

## **I. INTRODUCTION**

### **I.0. About the Organisation**

India Health Action Trust was instituted in 2003 as a Charitable Trust with a vision to meaningfully impact the lives of vulnerable and marginalised people by addressing health and social inequities. The Trust is working towards reducing inequities by developing comprehensive and sustainable programmes to improve population health. Since its inception, IHAT has been working closely with the Government of India and state governments, including Uttar Pradesh, Madhya Pradesh, Bihar, Rajasthan and Delhi to achieve public health goals. Our work is focused in areas of prevention and control of HIV and Tuberculosis, in achieving significant improvements in Reproductive, Maternal, Neonatal and Child Health, improved Nutrition among mothers and children, and strengthening health systems. We use program science to optimise and scale public health programs while partnering with the governments and communities.

### **I.1. About GenEqual Program**

GenEqual is a community-led, gender-responsive program that aims to strengthen HIV interventions for Young Key and Vulnerable populations (KVPs) in Delhi, India through a Fellowship Programme. The project targets urban HIV vulnerabilities and gender inequalities through a lateralised, inclusive health approach. As part of this project Young Fellows (age groups of 18-29 years) from key populations- **People Who Inject Drugs (PWIDs), Transgender (TG), Female Sex Workers (FSW), Men having Sex with Men (MSM)**, will be on-board and empowered to lead gender-responsive and inclusive HIV interventions. During the course of the Fellowship, Fellows will undergo intense training sessions that will enable them to transform HIV interventions into gender-transformative ones. Fellows will work closely with the Community-Based Organisations (CBOs) that are working in HIV with the key populations in the National Capital Region, Delhi. In collaboration with the CBOs, Fellows will design and implement and interventions focusing on gender-transformative and lateralised approaches.

With this backdrop, IHAT is looking for a service provider to support strategic process documentation and learning and development initiatives under GenEqual. This process will entail strategic process documentation, design and finalisation of training modules, finalisation of any strategic workshop/visit reports, assessment scales for assessing the effectiveness of capacity building activities. The provider will be responsible for preparing/supporting any outreach materials, presentations and documents in relation to these initiatives. The provider and IHAT will jointly review any course corrections to enhance the efficacy and effectiveness of the proposed activities, their outreach and scale-up.

### **I.2. Purpose of Request for Proposal (RFP)**

IHAT seeks to onboard an experienced Service Provider to engage in learning and development process for GenEqual. The service provider will:

#### **Scope of Work**

- 1. Conducting Training Needs assessment:** Collaborate with IHAT for **assessing the capacities of project participants** through training needs assessment (includes Fellows, representatives of community based organisations and other stakeholders). The assessment will lead to the **development of** training modules, workshops, events or any other capacity building initiatives.
- 2. Strategic Process Documentation:** The service provider will collaborate on all strategic process documentation. This will include (i) review of all process documentation maintained by the programme team and its use in informing capacity building activities or in strategic process documentation; and/or (ii) undertaking strategic process documentation intended to inform replication/scale up of GenEqual.
- 3. Designing and Development of Training Modules:** The service provider will develop training modules along with the facilitator notes and toolkit to guide its implementation for the following topics
  - *Foundational orientation of fellows and CBO members along with training on protection, safeguarding guidelines for CBOs, mentors and fellows*
  - *Training on "Conducting situation assessment using a gender lens"*
  - *Training on "Gender-responsive lateral programming"*
  - *Training on "Monitoring programmes using a gender lens"*
  - *Training on "Community engagement, ownership and leadership"*

- Training on "Policy advocacy for gender-responsive HIV interventions"
- Workshop on effective advocacy with CBOs and Fellows
- Workshop on designing gender responsive solutions/ interventions based on the assessment
- CBO workshop to develop an action plan with support from fellows to integrate gender/intersectionality in their work and submit the plan
- Any Other as identified

**4. Pre and post-assessment:** Develop pre and post assessment scales to measure the effectiveness of trainings.

To enable these trainings, IHAT will partner with a service provider for conducting the trainings. In this context, the service provider is required to closely coordinate with the other service provider. IHAT will facilitate this collaboration and IHAT's decision will stand final and the service providers are expected to adhere to the coordination mechanisms.

The Service Provider will be required to ensure quality control and compliance with IHAT's gender integration and community-led frameworks. The provider will also be required to adhere to IHAT's policies on POSH, Safeguarding and related policies.

**1.3. Duration of Engagement**

The services will be secured between October 2025 - September 2026.

**1.4. Key Deliverables**

It should be noted that the topics for developing the modules mentioned in the table below are indicative, and the final topics will be curated based on detailed discussions with the GenEqual Technical Advisory Panel, Fellows and consultations with the CBOs. Depending upon these discussions, the timelines may also have to be modified for developing the modules. Therefore, the service provider is expected to be cognisant and cooperative of these developments during the course of this engagement.

SN	Activity	Deliverables	Total units	Timeline
1	Conduct training needs assessment of the Fellows	Training needs assessment report of the Fellows and CBOs	1	15 <sup>th</sup> Oct 2025
2	Develop and design training modules along with the toolkit	<b>Module 1-</b> Foundational orientation of fellows plus CBO members on protection, safeguarding guidelines for CBOs, mentors and fellows	1	30 <sup>th</sup> Oct 2025
		<b>Module 2-</b> "Conducting situation assessment using a gender lens"	1	30 <sup>th</sup> Oct 2025
		<b>Module 3-</b> "Gender-responsive programming"	1	10 <sup>th</sup> Nov 2025
		<b>Module 4-</b> "Monitoring programmes using a gender lens"	1	30 <sup>th</sup> Nov 2025
		<b>Module 5-</b> "Community engagement, ownership and leadership"	1	20 <sup>th</sup> Nov 2025
		<b>Module 6-</b> "Policy advocacy for gender-responsive HIV interventions"	1	5 <sup>th</sup> Nov 2025
		<b>Module 7-</b> Effective advocacy	1	10 <sup>th</sup> Dec 2025
		<b>Module 8-</b> Lateralised programming for HIV intervention	1	20 <sup>th</sup> Dec 2025
		<b>Module 9-</b> Integrating gender and intersectionality in programs (CBO workshop to develop an action plan with support from fellows to integrate gender/intersectionality in their work and submit the plan)	1	10 <sup>th</sup> Jan 2026

3	Strategic Process Documentation	1. Process documentation report reflecting learnings 2. Process documentation for informing scale-up of the programme	2	1. Throughout capacity strengthening period 2. 30 <sup>th</sup> Aug 2026
4	Develop pre and post-assessment scales to measure the effectiveness of trainings	Develop and design pre and post training assessment tools	1	10 <sup>th</sup> Oct 2025

## 2.1. Invitation for Bid

IHAT invites bid offers (Technical bid and Financial bid) for hiring a service provider to support with capacity strengthening sessions for the GenEqual fellowship program in Delhi.

1	Tender Number	IHAT/ADMIN/2025-26/035A
2	Tender Inviting Authority and e-mail ID	India Health Action Trust <a href="mailto:procurement@ihat.in">procurement@ihat.in</a>
3	Job Requirement	As per point No. 1.4. - Key Deliverables
4	Publication of tender notice online	09-Sep-2025
5	Last date for receipt of queries on RFP	14-Sep-2025
6	Response to queries	16-Sep-2025
7	Last date for receipt of tender	22-Sep-2025
8	Opening of Technical Bids	24-Sep-2025
9	Opening of Financial Bids of Technically Qualified Agencies	25-Sep-2025
10	Intimation to the technically and financially qualified service provider for the presentation	TBD
11	Presentation by the service provider (virtual)	TBD
12	Expected date to intimate the selected service provider	TBD
13	Validity of proposal	Valid for 90 days after the submission date
14	Period of contract	12 months from the date of signing the contract

## 3. ROLES AND RESPONSIBILITIES OF SERVICE PROVIDER

### Overall Roles and Responsibilities Assigned to the Service Provider

Service Provider's principal responsibility is to design the training as per the scope of work, starting from the contract signing with **IHAT** and continuing until the completion of all assigned tasks. The service provider must submit bio-data, identity proofs, and qualifications of all staff in advance. Strict adherence to the timeline is mandatory, with penalties for delays. The service provider must ensure strict confidentiality of data. The service provider is required to fully cooperate with **IHAT** monitoring personnel, arrange group insurance for field staff, and is prohibited from subcontracting any activities. Any instructions from **IHAT** regarding the confidentiality of data must be followed. Any modifications require prior consultation and approval from **IHAT**.

## 4. PAYMENT SCHEDULE

The payments will be made in instalments after achievement of mutually agreed deliverables by hired service provider and IHAT. The payments shall, however, be released after deducting the performance guarantee (PG) equal to 10% of amount payable and applicable TDS.

Budget Heads	Payment schedules
Conduct training needs assessment of the Fellows	100% of this component upon approval of the deliverables

Strategic Process Documentation	100% of this component upon approval of the deliverables
Design and develop training modules along with the toolkit	1. 50% of the component upon submission of the first draft of each module 2. 50% of the component upon submission of the final module and approval
Develop pre and post-assessment scales to measure the effectiveness of trainings	100% of this component upon approval of the deliverables

Tax as applicable shall be deducted at source from all payments.

## 5. PERFORMANCE GUARANTEE

The service provider will deliver work in a professional skilfulness and ensure all deliverables are of high quality and completed in time. IHAT will deduct 10% of the invoice raised as Performance Guarantee, which shall be released on successful & satisfactory completion of the deliverables.

The accumulated performance guarantee shall be released at the end of the project. The pay-out shall depend on satisfactory completion / achievement of deliverables, which shall be decided on the basis of a 3 points rating scale as follows:

- 3: Output satisfactory – full pay-out
- 2: Output moderately satisfactory – 50% pay-out
- 1: Output not satisfactory – 0% pay-out

For both ratings of 1 and 2 above, a written note documenting gap in performance between desired and delivered has to be clearly indicated along with what time and opportunity was given to the /service provider to correct the deliverables. There should be a documented feedback on the deliverables with an opportunity to correct the deliverables with at least 30 days' duration for the /service provider to provide and alternate deliverable.

## 6. RISKS OF ENGAGEMENT

- a) In the event of data/information/content loss, damage, manipulation, or poor quality of data/information/content, the service provider will ensure re-collection/resubmission of accurate/appropriate and reliable data/information/content using the developed modules and tools, at no additional cost to IHAT.
- b) Payment will be done in phases after ensuring that pre-decided deliverables are completed and deliverable quality standards are met.

## 7. ELIGIBILITY CRITERIA FOR TECHNICAL EVALUATION

The eligibility criteria for the service provider to qualify for the technical evaluation have been provided in the table below:

1. Registered organisation in India (Company, Firm, etc.)
2. Proven track record of designing capacity strengthening sessions using gender and intersectionality lens for marginalised and vulnerable communities
3. Minimum average annual turnover of INR 1 Crore in the past 3 Financial Years
4. Experience working with vulnerable communities, CBOs and HIV impacted populations
5. Experience in designing, managing capacity building, and community engagement. Experience of managing fellowships will be an added advantage.
6. The service provider should not be blacklisted by Central/State Government departments / Undertakings of Govt. of India.

Sl. No.	Pre-Qualification Criteria	Proof/Documents Required
1	I. Name and address of the service provider II. Year of establishment III. Whether service provider is registered in INDIA as Company or a Firm etc., and details there of (e.g., name(s) of partners, Managing Directors, Chief Executive Officers, key persons)	Copy of Certificate of Incorporation/Registration/MoU as applicable
2	The service provider should have a valid PAN/TAN and GST Registration in India.	Copy of PAN/TAN card and Goods and Service Tax Registration
3	The service provider should have a minimum annual turnover of	Copy of Audited Profit/Loss Statement and

	INR 1 crore during the last three financial years	Balance sheet
4	The service provider should have proven experience of designing capacity building workshops and related modules	Copy of the work order and certificate of completion.
5	The service provider should have a dedicated team that will work to meet the deliverables of this project	The service provider must furnish details of core staff
6	The service provider should not be blacklisted by Central/State Government departments / Undertakings of Govt. of India.	As per Annexure B

## 8. GUIDELINE FOR SUBMITTING PROPOSALS

### 7.0. Technical Proposal

Items to be included in the proposal are as follows:

#### a. Service provider's Profile

- I. Name and address of the service provider.
- II. Year of establishment.
- III. Legal status of the service provider – Whether service provider is registered under society Registration ACT in India or is an autonomous body or a Limited company or partnership firm, etc., and details thereof (e.g., name(s) of partners, Managing Directors, Chief Executive Officers, key persons)
- IV. Principal nature of activities undertaken.
- V. Service provider structure and names of personnel (2-3 key personnel), their titles, and *curriculum vitae* (2-page CV) including nature of appointment and duration with the service provider of the key personnel proposed to be involved in this project
- VI. Communication details of the service provider: mailing address, telephone and email address, etc.

#### b. Experience

- I. Detailed overview of agencies' work in the development sector
- II. Specialisation in developing training materials using a gender and intersectionality lens
- III. Atleast 3 case studies (max 2 pages each) elaborating experience of developing training content for key populations impacted with HIV- PWIDs, TGs, MSM, FSWs, PLHIV
- IV. Experience of working with HIV programs
- V. Specialisation in assessing the effectiveness of training programs
- VI. Proven expertise in documenting processes strategically for a program/ initiatives.
- VII. A brief about the proposed approach and the robustness of the design of training programs for collaboration for GenEqual program

#### c. Financial Status of the service provider (For the last 3 financial years)

- I. Total revenue and expenditures of the service provider.
- II. Latest copy of the certified Audited Annual Accounts in support of the financial status
- III. The service provider having an annual turnover of minimum INR 1 crore can only bid

### 7.1. Financial Proposal

- I. The financial quotes should cover the entire cost for developing the tools and training modules. Use template at Annexure A for providing the budget.
- II. The total cost quoted should be inclusive of all taxes.
- III. The financial proposal will be evaluated only when a service provider has qualified upon evaluation of the technical proposal

### 7.2. Submission of Proposal

The service provider shall submit all bid documents via email. Bid must consist of the following:

- a. Eligibility criteria as per the criteria given in Annexure - A of this document
- b. Technical proposal as “**Technical Bid for capacity strengthening for GenEqual**”.

- c. Financial proposal as “**Financial Bid for capacity strengthening for GenEqual**”.
- d. Technical & Financial bids must be submitted online in a separate file. The soft copy of the financial bid must be password protected. If the soft copy of the financial bid is not found password protected, then it may lead to rejection of the financial bid. Technically responsive bidders will have to provide a password separately, when asked by IHAT during opening of the financial bid.

The last date for submission of complete proposal (Technical and Financial) with all supporting documents (by email) is **22nd September, 2025**. If required, the service provider may be requested to present its proposal for better understanding. IHAT may also like to contact the shortlisted service provider's team and discuss about the proposed scope of work before contracting process.

## 9. SELECTION OF SERVICE PROVIDER

- Service provider are required to score a minimum of 70 points out of 100 (70%) to qualify in the technical proposal.

**Technical Evaluation on the basis of:**

SN	Evaluation Criteria	Marks
1	Service provider's Profile (Experience in adult learning methods and curriculum development for HIV-affected key populations, ensuring practical applicability and field relevance.)	20
2	Evidence of having delivered training interventions with other organizations/target groups using the most effective approaches.	20
3	Integration of gender lens, stigma reduction, inclusivity, and intersectionality in training content. Ability to tailor content for diverse cultural, linguistic and community contexts. Prior experience of strategic process documentation (learning & best practices).	20
4	Soundness and clarity of the proposed approach to curriculum design (needs assessment, content development, validation, pilot testing, and feedback mechanisms) in evaluating the effectiveness of capacity building programs for the marginalized and vulnerable populations	20
5	Qualification and experience of the proposed team	20

- Service provider have to submit a financial bid in a separate sealed envelope. The evaluation committee reserves the right to decide whether the financial bid should be opened or not.
- For the final selection, Quality and Cost Based Selection (QCBS) criteria will be adopted. The weightage for technical and financial proposals will be 70 and 30 percent, respectively.
- Points obtained by the service provider for both Technical (70%) as well as Financial (30%) scores would be clubbed for the final selection.

Total Score = 0.70 x Technical Score + Lowest Financial Bid/Financial Bid of the service provider x 0.30

## 10. GENERAL TERMS & CONDITIONS

- a) The proposal, along with all the correspondence and documents exchanged by the service provider and the IHAT, shall be written in the English language.
- b) IHAT reserves the right to amend any of the RFP conditions or a part thereof before the last date for the receipt of the proposal, if necessary.
- c) Bidding service providers are requested to submit queries/clarifications pertaining to the RFP and must refer to the specific sections and clauses of the RFP in writing through **EMAIL ONLY** at **procurement@ihat.in on or before 14-Sep-2025.**
- d) **Response to the queries will be published under IHAT website, notification page by 16-Sep-2025.**
- e) **No proposal shall be accepted unless financial bid is password protected.**

- f) The Financial Proposal will be evaluated only when a Bidder has qualified the technical proposal.
- g) The proposal will be valid for 90 days from the date of submission. IHAT will make its best effort to select a service provider within this period.
- h) The bidders are advised to enclose any additional information that is considered necessary to establish their capabilities. No further information will be entertained after submission of application unless it is required by IHAT. IHAT, however, reserves the right to call for additional information and clarification on information submitted by the service provider.
- i) The data, schedules, reports and other material used by the agencies during the period of engagement shall remain the property of the IHAT. The service provider will not be allowed to use this information in any forum, national or international, without the explicit permission given in writing by IHAT.
- j) Bidding in form of "Consortium/Collaboration" will not be entertained.
- k) Final selection of the service provider is the sole right of the IHAT selection committee. IHAT will not entertain any query from the bidders related to selection process.
- l) IHAT reserves the right to cancel the RFP at any stage without citing any reason.

## Annexure –A

### Format for Financial Proposal

Format for Financial Proposal

Proposed Budget Template Sheet for capacity strengthening activities under program GenEqual						
SN	Budget Heads	Processes	Duration	Unit cost (Per Day)	No. of Persons	Amount in Rs
1	Conduct training needs assessment of the Fellows	Develop TNA tools; conduct TNA with Fellows and CBO representatives, analyze responses; prepare draft TNA report; review by IHAT; incorporate feedback and finalize report after IHAT's approval				
2	Strategic Process Documentation	Develop process documentation framework; capture processes; compile learnings and good practices; prepare first draft; review by IHAT; finalize and submit after IHAT's approval				
3	Develop training modules along with the toolkit	Conduct desk research; draft content for each module; develop participatory tools and activities; address IHAT's feedback; prepare facilitator guide + participant handbook/toolkit; finalize				
4	Develop pre and post-assessment scales to measure the effectiveness of trainings	Review module content; design pre-post questionnaires; pilot with small group; revise tools; address IHAT's feedback, finalize and share				
A	Total (1 to 4)					
B	Service provider's overhead cost					
C	Total GST					
Grand total (A+B+C)						
Amount in words:						



## **Annexure –B**

### **Declaration by the Bidder for Non- Blacklisting and non-conviction (On the letter head of service provider)**

1. I, the undersigned, do hereby certify that all the statements made in our bid are true and correct.
2. The undersigned hereby certifies that neither our \_\_\_\_\_ (Please mention: OPC / Company / Society / Trust / LLP / Partnership or Any Institution formed under an act of Parliament or State / UT Legislature of India) M/s \_\_\_\_\_ nor any of its Directors/President/Chairperson/Trustee has abandoned any work for the State Government or Government of India during last five years prior to the date of this Bid.
3. The undersigned also hereby certifies that neither our \_\_\_\_\_ (Please mention: OPC / Company / Society / Trust / LLP / Partnership or Any Institution formed under an act of Parliament or State / UT Legislature of India) M/s \_\_\_\_\_ nor any of its Directors / President / Chairperson / Trustee have been debarred / blacklisted by any State Government or Government of India for any work.
4. The undersigned further certifies that
  - a. Our \_\_\_\_\_ (Please mention: OPC / Company / Society / Trust / LLP / Partnership or Any Institution formed under an act of Parliament or State / UT Legislature of India) M/s \_\_\_\_\_ has not been criminally indicted or punished for any offence, nor is/are any criminal case(s) pending before any Competent Court; and/or
  - b. The Directors / President / Chairperson / Trustee of our \_\_\_\_\_ (Please mention: OPC / Company / Society / Trust / LLP / Partnership or Any Institution formed under an act of Parliament or State / UT Legislature of India) M/s \_\_\_\_\_ criminally indicted or convicted of any offence nor is/are any criminal case(s) or pending before any Competent Court.
  - c. We have not been found guilty and are not found to be involved in any pending /ongoing CBI or Criminal Litigations. In case of any pending /ongoing litigation(s) of the aforementioned nature, involving our \_\_\_\_\_ (Please mention: OPC / Company / Society / Trust / LLP / Partnership or Any Institution formed under an act of Parliament or State / UT Legislature of India), we agree to declare the same.
5. The undersigned hereby authorize(s) and request(s) any bank, person, firm, Competent Authority or corporation to furnish pertinent information deemed necessary and requested by IHAT, to verify this statement or regarding my (our) competence and general reputation.
6. The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the IHAT.

(Signature of the Authorized Signatory)

**(Name and Designation of Authorized Signatory)**