

HELPAGE INDIA

Request for Proposal (RFP)

I. About HelpAge India

HelpAge India is a non-profit organization dedicated to serving the elderly population in India. It was established in 1978 and has since been actively involved in various initiatives aimed at improving the quality of life for senior citizens. HelpAge India runs various programs and services to address the needs of older persons. These include Shelter support for destitute elderly, healthcare services, elder helplines, livelihood support, advocacy for elder rights, and disaster relief efforts tailored to the elderly population.

In order to meet the Nutritional Support and Consumable Items requirement, **HELPAGE INDIA** invites bids for **“Emergency Procurement for Immediate Relief Kits (Temporary Shelter Materials) in Project Locations –Gurdaspur, Punjab”** as per details, terms and conditions given below:

II. Terms and conditions

1. The agency can be an individual/HUF/Partnership firm/Company incorporated under the laws of India.
2. This RFP is not an offer by HelpAge India, but an invitation to receive responses from the eligible bidders.
3. No agency shall be entitled to submit more than one bid whether jointly or severally. If one does so, all bids wherein the agency has participated shall stand disqualified.
4. The agency shall bear all costs associated with the preparation and submission of bid.
5. The agency must have PAN (Permanent Account Number) and registered with GST and the document for the same is to be attached.
6. HelpAge India reserves the right to accept /reject/ select one or more than one agency and to annul the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected agency.
7. Schedule of supply will be provided by HelpAge India while issuing Purchase Order/ email intimation to the selected bidder. In case of delay in supply, penalty will be levied.
8. HelpAge India reserves the right to cancel the contract based on performance without assigning any reason thereof.
9. Evaluation of the bids will be done by Purchase Committee from HelpAge India.
10. HelpAge India management reserves the right to change (increase or reduce) the numbers/units as per its sole discretion and Project requirement.
- 11. Documents required to release the payment:**
 - a. Bill / Invoice mentioning Permanent Account Number of Income Tax Department
 - b. Documentary proof of the delivery/ service including E-Way Bill, wherever applicable, as per Purchase order
12. The bidder is expected to examine all instructions, forms, terms and specification in this RFP. Failure to furnish all information required under this RFP or to submit a bid not substantially responsive to this RFP in all respect will be at bidder's risk and shall result in rejection of the bid.

13. The bidder and their respective officers, employees, agents shall observe the highest standards of ethics dividing the bidding process. HelpAge India has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to HelpAge India personnel. Notwithstanding anything to the contrary contained herein, HelpAge India shall reject bid without being liable in any manner whatsoever to the bidder if it determines that the bidder has directly or indirectly or through an agent, engaged in corrupts/fraud tent/coercive/undesirable or restrictive practice in the bidding process.
- 14. Indemnity**
The bidder shall indemnify HelpAge India against all actions, suits, claims and demands brought or made against HelpAge India in respect of anything done or committed to be done by the bidder in execution of or in connection with the work of this contract and against any loss or damage to HelpAge India in consequences to any action or suit being against the selected vendor for anything done or committed to be done in the execution of this contract.
15. The RFP shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.
16. The bidder is expected to examine all instruction, forms, terms and specification
17. HelpAge India Management reserves the Right to award the work to more than one Agency as per requirement. Delivery has to take place in location.
- 18. The agency needs to submit Bid “ Proposal for Emergency Procurement for Immediate Relief Kits (Temporary Shelter Materials) for 500 families in Project Locations Gurdaspur , Punjab”.**
19. All the bid needs to be submitted via [email to procurement@helpageindia.org](mailto:email.to.procurement@helpageindia.org) by **Wednesday, 29th October 2025 by EOD.**
20. Agencies would not be allowed to subcontract, partial/full of the work assigned to them. In such case the Management reserves the right to cancel the contract with the agency.
- 21. The rates quoted by the agency will be inclusive of all Taxes/Packing and Freight Charges etc. Agency should submit the bid as per the Annexure-3: Financial Bid Format.**
- 22. All the items (2 blankets, 2 bedsheets, 2 plastic mats, 2 bath towels and 1 tarpaulin) shall be packed together in one bag for each family.**
- 23. Agency shall bear the Insurance, if any taken.**
- 24. The rate quoted by the agency will be valid for “Three Month” from the award of the contract**
25. Items not meeting the specified requirements has to be returned.
- 26.
27. HelpAge India old age home
28. Village – Jeevanwal Babri, (Near Govt. Civil Hospital), Gurdaspur, Punjab – Contact No
- 29. Full address of delivery location: HelpAge India Old Age Home, Village – Jeevanwal Babri (Near Government Civil Hospital), Gurdaspur, Punjab (Contact – Ms. Arpana Sharma, Mobile – 9914096363)**

Annexure- 1 Technical Bid Format

(To be filled, sign & stamp by Agency)

A

S.No	Particulars	Remarks	Work Experience
1	Experience with HelpAge India/Govt. Agency/NGO/DevelopmentSector	Yes/No	
2	Experience in similar Type of Product/Service supply	Year	

B

S.No	Particulars	Last 3 Year		
3	Annual Turnover as per Audited Financials (Copies of the Audited Financials needs to be attached or Turnover Certificate from Chartered Accountant)	FY 2022-2023	FY 2023-2024	FY 2024-2025

C

S.No	Particulars	Top 5 Client List with value (Rs)	
4	Clientele List		

D

S. No.	Particulars	Details (GST & PAN No.)
5	PAN	
6	GST	

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C-14, Qutab Institutional Area, New Delhi-110062

Annexure- 2: Technical Bid Format

Location -: PAN India basis

	SPECIFICATION (TECHNICAL)	AGENCY'S RESPONSE (in brief)
1.	Supply to be done according to the quantities, specifications, quality, schedule and locations approved by HelpAge India	
2.	The acknowledgement for delivery/services of supply to be submitted as proof along with invoice.	
3.	The agency is capable (as defined in RFP document) and agrees to complete the supply within specified time as agreed upon otherwise penalty clause will be invoked.	
4.	Past experience of the agency in supply of items or similar items, as listed in this RFP. Please give details or provide list of clients to whom similar goods have been supplied.	
5.	Management reserves the right to empanel one or more agency (on the basis of quality consideration/experience of the agency) in addition to rates parameters.	
6.	Constitution of the agency whether Proprietorship/Partnership/Company. Give details of Proprietor/ Partner/Directors.	
7.	For how many years the agency is engaged in similar line of activities.	
8.	Registration certificate with GST need to be submitted along with the technical quotation.	
9.	Penalty clauses will apply as per the company's policy, as per terms of the purchase order: the decision of the HelpAge India shall be final and binding in this regard.	
10.	The final price will remain valid for one year from the award of the Purchase order/ contract	

Please Note: -

- 1. Form must be completed in all respects; incomplete forms may liable to be rejected.**
- 2. The form must be duly stamped & signed by the Authorized signatory**
- 3. The form must be submitted on or before due date and time.**

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Annexure-3: Financial Bid Format

We are submitting the below quotation for the above after understanding completely the technical specifications and other terms and conditions of the RFP.

	SPECIFICATIONS	AGENCY'S REPOSE (Agree/Disagree)
1.	Rates will be inclusive of all Taxes/Levies/Packing and Freight Charges etc.	
2.	TDS as applicable will deduced as per Income Tax Act, 1961	
3.	Payment will be made through cheque / NEFT/ RTGS.	
4.	Duly Certified bills along with signed delivery challan will be submitted for every completed supply on monthly basis.	
5.	Payment shall be made in 30 days after submission of original invoice & proof of delivery of goods at our Head Office at Delhi.	
6.	Penalty clauses will apply as defined in the RFP: the decision of the HelpAge India/Project Management shall be final and binding in this regard	

To,

Purchase Committee
HelpAge India
C-14, Qutab Institutional Area,
New Delhi 110016

We are submitting below quotation for the above after understanding completely the technical specifications and other terms and conditions relating to time frame, quality as spelled out in the Bid document.

Important Note-

- Supply to be done according to the quantities, specifications, quality, schedule and locations approved by HelpAge India.
-  The rates quoted shall be valid for three months from issue of purchase order.
- Cost of item should include all kind of packaging, processing & transportation & other charges along with taxes.

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