

**RFP DOCUMENT FOR SELECTION OF
AGENCY TO CONDUCT TRAINING AND
CERTIFICATION PROGRAM ON GERIATRIC
CAREGIVING IN THE STATE**

**Department of Social Security and Empowerment of
Persons with Disabilities**

LOKSEVA BHABAN, BHUBANESWAR-751001

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TENDER NOTICEBid Reference No. 4821 Dated 03.05.2025

Bids in sealed cover are invited under two-bid system from the program implementing agencies/ training institutions having previous experience in the field of elderly care for conducting training program on geriatric caregiving .The details of the bidding process are as follows:

Sl. No	Bidding Schedule	Deadline	Timeline
1	Date of Issue	T	Dt. 03.05.2025
2	Pre-Bid Query Meeting	T + 8	Dt. 14.05.2025 at 11.30 AM in the Conference Hall, SIDR Building, Capital Hospital Campus The queries should be submitted to the Department in the email ssepddodisha@gmail.com latest by 09.05.2025 up to 5.30 PM for discussion in the meeting
3	Bid Submission Due Date and Time	T+15	Dt. 19.05.2025 up to 5:30 P.M
4	Opening of Technical Bid	T+18	Dt. 23.05.2025 at 11:30 A.M in the Conference Hall, SSEPD Department, Lokaseva Bhavan
5	Technical Evaluation and presentation by the qualified bidders	T+25	30.05.2025 at 11.30 AM in the Conference Hall, SSEPD Department, Lokaseva Bhavan
6	Opening of Financial Bid	T+30	04.06.2025 at 11.30 AM at Conference hall of SSEPD Department, Lokaseva Bhavan, Bhubaneswar

Bidders are required to submit the technical and financial bids separately. The bids in sealed Cover-I containing "**Technical Bid**" and sealed Cover-II containing "**Financial Bid**" should be placed in a third sealed cover super-scribed '**BID DOCUMENT - FOR CONDUCTING TRAINING AND CERTIFICATION PROGRAM ON GERIATRIC CAREGIVING (ZONE NAME)**' must reach the undersigned on or before 19.05.2025 up to 5:30 PM by **Speed Post/Registered Post/Courier** only.

The bid documents containing eligibility criteria, scope of the work, terms and conditions of the Tender and Agreement can be downloaded from the website <https://ssepd.odisha.gov.in> .The complete address for submission of bid is as follows:

**Director,
Department of Social Security and Empowerment of Persons with Disabilities
Lokaseva Bhavan, Bhubaneswar, PIN- 751001**

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SECTION-I

INSTRUCTION TO BIDDERS

A. General Information:

1. State Government has resolved to conduct training and capacity building programs to create a pool of skilled Geriatric Caregivers in the State. The three-month training course for the geriatric caregivers has an emphasis on physical care and mental health care of the elderly which includes activities of daily living as well as handling of bed sores, wounds and giving first aid, counselling, Dementia care management etc along with emotional support to them.
2. The training program has been decided to be conducted in South Zone (Berhampur) and West Zone (Rourkela) for which no bidders qualified in the previous bidding process. Accordingly PIAs will be selected for these two zones to conduct training and capacity building program with the aim of creating a pool of 100 professional trainees each in **one year** period from commencement of the program.
3. PIAs/ Training Institutes with all the eligibility criteria can submit bids for maximum two zones at a time. Bidders participated in the previous bidding process can also apply this time subject to fulfilment of the eligibility criteria. **However, the agencies who are already conducting the training program in two other Zones shall not be allowed to apply for the bid.** The contract will be valid for one Financial Year and may be renewed for the next year based on successful commencement of the program. Department will sign a service agreement with the PIAs for the programme.
4. The selected PIA for any Zone(s) will have to conduct training program in phased manner having 3 month courses each with batch size of **25** trainees.
5. Sealed tenders are invited from the PIAs working in the field of elderly care for at least past three years and having sufficient infrastructure/lab facility etc. for conducting the training program under two bid systems (Technical & Financial) as per the requirement.

6. SSEPD Department will take steps to approach to National Institute for Social Defense (NISD) or, Health Care Sector Skill Council of Ministry of Skill Development and Entrepreneurship, Govt. of India for assessment and certification of the trainees in due course of time. The PIA shall follow the same.

7. The interested bidders may contact **Under Secretary to Government, SSEPD Department, Contact No. 6370780152/9861087439**, if any query is there regarding the tender.

8. The eligibility criteria for the interested bidders are as below.

SL. No.	Eligibility Criteria	Supporting documents to be furnished along with the Technical Bid
1	The bidder should be registered under appropriate authority, such as <ul style="list-style-type: none"> • Registered under the Companies Act 2013/ Societies Registration Act 1860/ Indian Trusts Act 1882/ Indian Partnership Act 1932/ Proprietorship Firm • Registered in NGO Darpan Portal of NITI Aayog 	Certificate of Incorporation/Registration
2	The bidder must have experience in geriatric care for at least Three Years from the date of applying for this tender	Copies of the experience certificates / annual report
3	The bidder if an educational institute in the Health Care Sector should be authorized to impart Care Givers Training.	Copies of authorization from competent authority
4	The bidder should have necessary equipment and lab facilities for practical training	Copies of supporting documents
5	The bidder should have liaison with the Medical/Nursing Institutions/ Hospitals for required on the job training	Copies of supporting documents
6	Must have annual financial turnover of at least Rs.25 lakhs during the last three financial years ending FY 2023-24	Copies of audited Income/ Expenditure Statement and Balance sheet for the concerned period.
7	Must have its own bank account in one of any scheduled commercial bank having its branch	Copies of the passbook and transaction statement for

	situated in Odisha.	the last 3 months.
8	The agency should not have been blacklisted by any Central / State government, or any other public sector undertaking or a corporation as on the date of this RFP	An undertaking to this effect to be furnished by the bidder as per the prescribed format [Form - T2]
9	Must not have any pending judicial proceedings for any criminal offence against the proprietor/Director/Persons to be deployed by the Service Provider	An undertaking to this effect to be furnished by the bidder as per the prescribed format [Form -T3]
10	Other Statutory Documents:	Copies of: <ul style="list-style-type: none"> • PAN. • GSTIN (Exemption of GST is applicable provided suitable documentary proof is available) • IT return for the last 3 assessment years i.e. 2021-22, 2022-23 and 2023-24

Bidders should submit the required documents as mentioned above. Bids not conforming to the eligibility criteria and non-submission of required documents as listed above will lead to out-right rejection of the Bid. Submission of forged documents will also result in the rejection of the bid.

B. Submission of Bid:

The proposal complete in all respect as specified must be accompanied with a sum of **Rs. 10,000/-** (Rupees Ten Thousand only) towards Bid Processing Fee which is non-refundable and a sum of **Rs.1,27,575/-** (Rupees One Lakh Twenty Seven Thousand Five Hundred Seventy Five Only) towards **Bid Security/ EMD** as applicable both in form of **Demand Draft** in favour of “**Director, SSEPD Deptt., Bhubaneswar**” drawn in any scheduled commercial bank and payable at Bhubaneswar; failing which the bid will be out rightly rejected. The Bid Security/EMD shall be exempted for the agencies coming under MSMEs or Start-Ups as per Finance Department rules with supporting documents.

The bid should be sent through Speed Post/Registered Post/ Courier so as to reach the authority by **19.05.2025 up to 5:30 P.M.**

The authority will not be responsible for any postal delay. Bids without bid processing fee and Bid Security/EMD as applicable shall be out rightly rejected. Bids submitted after due date will be summarily rejected. EMD of unsuccessful bidders will be returned without interest after the award of Contract.

The bid has been invited under two bid systems i.e. Technical Bid and Financial Bid. The bidders are advised to submit two separate envelopes super scribing:

‘TECHNICAL BID- TENDER FOR CONDUCTING TRAINING AND CERTIFICATION PROGRAM ON GERIATRIC CAREGIVING (ZONE NAME)’

and

‘FINANCIAL BID- TENDER FOR CONDUCTING TRAINING AND CERTIFICATION PROGRAM ON GERIATRIC CAREGIVING (ZONE NAME)’

Both the sealed envelopes must be kept in a third sealed envelope super-scribing:

‘BID DOCUMENT - FOR CONDUCTING TRAINING AND CERTIFICATION PROGRAM ON GERIATRIC CAREGIVING (ZONE NAME)’

Selected bidders will have to deposit a Performance Security (8% of the contract value **i.e. Rs. 5,10,300/-**) in the form of Performance Bank Guarantee (PBG)/ Fixed Deposit Receipt (FDR) from any scheduled Bank situated within Bhubaneswar in favour of **Director, SSEPD Deptt., Bhubaneswar** as per the prescribed format provided in the tender document at **Section VIII** for a period of ONE YEAR beyond the contract period till completion of the training program. (i.e. Performance Bank Guarantee must be valid from the date of effectiveness of the contract to a period of ONE YEAR beyond the contract period till completion of the training program) as its commitment to perform services under the contract. Failure to comply with the requirements shall constitute sufficient grounds for forfeiture of the Performance Bank Guarantee.

The Performance Bank Guarantee shall be released after completion of the training program provided that there is no breach of contract on the part of the qualified bidder. No interest shall be paid on the Performance Bank Guarantee. In case, the contract is further extended beyond the initial contract period, the Bank Guarantee will have to be accordingly renewed by the deployed service provider agency as per the existing terms and conditions of the tender.

C. List of Documents for submission

Bidders are required to furnish the following documents along with the Technical Bid:

a) Covering letter along with power of attorney on the Bidder's letter head (Form **T-1**).

b) Demand Draft in support of Bid processing fee and Bid Security/EMD as applicable.

c) Copy of Certificate of Incorporation/ Registration of the agency.

d) Copy of GSTIN if applicable; GST Exemption is allowed provided sufficient documentary proof is submitted.

e). Copy of PAN

f) Copies of IT returns for the last three assessment years (i.e. from 2021-22 to 2023-24)

g) Copy Bank Account details

l) Copies of the Income/Expenditure statements along with Balance Sheet for the last 3 years.

k) Copies of supporting documents as mentioned in the Eligibility Criteria.

l) Undertaking regarding non-blacklisting (On stamp paper of Rs. 10 in shape of affidavit from Notary (Form **T-2**)

m) Undertaking regarding non-pending of any judicial proceedings for any criminal offences (On Bidder's letterhead) (Form **T-3**)

Any deviation from the prescribed procedures / required information / formats/ conditions shall result in out-right rejection of the bid. Any conditional bid shall be out- rightly rejected.

All entries in the bid document should be legible, filled-in clearly and signed by the authorized representative. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory should be attached.

The Performance Security shall be forfeited if the successful bidder fails to undertake the work or fails to comply with any of the terms and conditions of the service agreement.

The bid shall be valid for a period of 365 days from the date of opening of the bids and no request for any variation in quoted rates and/withdrawal of bids on any ground by the bidder shall be entertained. Validity of the bids can be extended on mutual consent.

To assist in the analysis, evaluation and computation of bids, the authority may ask the bidders individually for clarification of their bids. The request for clarification

and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.

The bidder having the lowest evaluated financial bid (L-1) for each zone would be considered for award of the contract subject to fulfilment of the terms and conditions of the bid documents. In case, the lowest bidder (L-1) is disqualified after selection for any reason, then negotiations will be made with the second lowest (L-2) bidder in that zone for award of contract at (L-1) price. However, the decision of the authority shall be final during the overall selection process. In case of tie in the financial quote among the multiple technically qualified bidders, the bidder having highest score in the technical presentation stage will be considered for award of contract.

The authority reserves the right to reject any or all bids and terminate the tender process without assigning any reason thereof.

SECTION-II

EVALUATION OF TENDER

A three-stage evaluation process will be adopted as explained below for evaluation of the bids:

- **Preliminary Evaluation (1st Stage):** Preliminary evaluation of the bids will be done to determine whether the bids complied with the prescribed eligibility condition and the requisite documents / information have been properly furnished by the bidder or not as per the requirements of the tender. **Bid not complying to the tender eligibility conditions and requirements, will be outrightly rejected.**
- **Technical Evaluation (2nd Stage):** The bids will be evaluated for those bidders who qualify the preliminary evaluation stage. Evaluation of the qualified bids shall be made as per the following technical parameters:

Sl. No.	Technical Parameters	Maximum Mark
1	The bidder must have past experience of at least three years in the field of geriatric care <ul style="list-style-type: none"> • 3 years = 10 Mark • 3 to 5 years = 15 Mark • More than 5 years = 20 Mark 	20
2	Infrastructure (Classroom, Lab, Hostel etc.)	15
3	Technical Manpower Resource for training	10
4	Linkage with Old Age Homes for onsite training	5
5	Linkage with service providing agency for engagement of trainees	10
6	Technical Presentation	40
GRAND TOTAL		100

The bidder whose technical bid secures above **60 Mark out of 100** in the technical evaluation stage, will be qualified for opening of the financial proposal.

- **FINANCIAL EVALUATION (3rd Stage):** The financial proposals of the technically qualified bidders only shall be opened at this stage in the presence of the bidder's representative who wishes to attend the meeting

with proper authorization letter. The name of the bidder along with the quoted financial price will be announced during the meeting.

Least Cost Selection Method will be followed during the financial evaluation stage to determine the selected bidder in each zone. The tender inviting authority will award the contract to the bidder whose bid has been determined as the *lowest and competitive bid price* subject to fulfilment of the terms and conditions of the tender. In case, the lowest bidder (L-1) is disqualified after selection for any reason, then negotiations will be made with the second lowest (L-2) bidder in that zone for award of contract at L-1 price. However, the decision of the authority shall be final during the overall selection process. **In case of tie in the financial quote among the multiple technically qualified bidders**, the bidder having highest score in the technical presentation stage will be considered for award of contract.

SECTION-III

SCOPE OF THE WORK

Specifications & Other Details

The agency has to provide training and capacity building program for creating a pool of professional geriatric caregivers as detailed in the **Concept Note** with the required standards and curriculum prescribed by NISD (National Institute of Social Defence), MoSJE, Govt of India for a 3-month geriatric care training.

SECTION-IV

GENERAL TERMS AND CONDITIONS

1. For all intents and purposes, the Service Provider shall be the “Employer” within the meaning of different Rules & Acts in respect of persons deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Authority under this agreement. The Service Provider shall make them known about their position in writing before deployment under this agreement.
2. The Service Provider will be overall responsible for the manpower deployed for performing the services. The Authority shall not be responsible for any financial loss or any injury to any persons deployed by the Service Provider in the course of their performing the functions / duties, or for payment towards any compensation.
3. The Service Provider shall exercise adequate supervision to ensure performance of manpower deployed to provide the services in accordance with the requirements. The Service Provider shall depute one full time supervisor in concerned office of the authority, for overall management of the services to be rendered at the site.
4. It shall be the responsibility of the Service Provider to verify the qualification and experience of the outsourced manpower. The authority reserves the right to verify and check the credentials and qualification of the outsourced manpower. If during the course of engagement of any outsourced personnel, it comes to notice of authority that he/she has misrepresented the fact about his / her qualification / experience, the Service Provider will have to disengage such persons immediately. Besides, actions as deemed proper shall be initiated against the Service Provider for breach of Contract.
5. The persons deployed shall, during the course of their work be privy to certain

- qualified documents and information which they are not supposed to divulge to third parties. Any breach of this condition shall make the Manpower Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.
6. The resources deployed for the purpose must have good moral character and cordial attitude and should not reveal the official information to outsiders and must maintain confidentiality.
 7. The Service Provider shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations relating to the manpower to be deployed by it at the Authority's location.
 8. The manpower to be deployed by the Service Provider should not have any adverse police records / criminal cases against them. The Service Provider should make adequate enquiries about the character and antecedents of the persons whom they are recommending.
 9. The Service Provider will also ensure that the manpower deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such manpower who are not found suitable by this office for any reasons immediately on receipt of such a request.
 10. The entire financial liability in respect of resources deployed in the client's location shall be that of the Service Provider and the client will in no way be liable for the same. The Service Provider shall be responsible for compliance of all statutory provisions relating to minimum wages payable to the resources deployed at the client's location.
 11. The engagement of outsourced resources shall be purely on contract basis. The Service Provider shall at all times make it clear to the outsourced manpower resources hired through them.
 12. The Service Provider shall ensure that the manpower deployed by it are disciplined and do not participate in any activity detrimental to the interest of the Authority.
 13. The Authority shall not be liable for any compensation in case of any fatal injury / death caused to any manpower resource while performing / discharging their duties / for inspection or otherwise.
 14. In case of any theft or pilferages, loss or other offences, the Service Provider will investigate and submit the report to the Authority and maintain liaison with the Police. FIR will be lodged by the Authority, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility will be fixed.
 15. In case of any loss caused to the Authority due to lapse on the part of the personnel discharging duties, the same shall be borne by the Service Provider. Authority shall have the right to deduct appropriate amount from the bill of

Service Provider. In case of frequent lapses on the part of the personnel deployed by the Service Provider, Authority shall be within its right to terminate the contract or take any other action without assigning any reason whatsoever.

16. In case of dispute resolution relating to rights / liabilities arising out of the agreement, the same shall be disposed off at the level of the Principal Secretary, SSEPD Department. In the event of failure of Service Provider to provide services as per the term and conditions of the agreement, the Performance Security shall be forfeited.
17. The Service Provider should ensure that persons to be deployed are not alcoholic, drug addict and not indulge in any activity prejudicial to the interest of the Authority. The Authority reserves the right to withdraw or relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.
18. In the event of any dispute arising in respect of the clauses of the agreement, the same shall be resolved through negotiation. Alternatively, the dispute shall be referred to the next higher authority or controlling officer for his decision and the same shall be binding on all parties.
19. The agreement can be terminated by the SSEPD Department by giving notice in advance. The contract is liable to be terminated because of non-performance, deviation of any terms and conditions of agreement.
20. The Service Provider will be bound by the details furnished to the authority while submitting the tender or at any subsequent stage. Mis-representation of documents / information, leads to termination of agreement.
21. All disputes shall be under the jurisdiction of Secretary, SSEPD Department.

22. **Standards of Performance**

The bidder shall perform the services and carry out their obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The bidder shall always act in respect of any matter relating to this contract as faithful advisor to the Authority.

The bidder shall always support and safeguard the legitimate interests of the Authority, in any dealings with the third party. The bidder shall abide by all the provisions / acts / rules etc. of Information Technology prevalent in the country. The bidder shall conform to the standards laid down in tender in totality.

SECTION- V
TECHNICAL BID
COVERING LETTER
(BIDDER LETTER HEAD)

[Location, Date]

To

The Director,

SSEPD Deptt., Lokaseva Bhavan, Bhubaneswar, Odisha-751001

Sub: Tender for selection of PIA for conducting training and certification program on Geriatric Caregiving in (Zone name).

Dear Sir,

I, the undersigned, offer to participate in the tender process for conducting training and certification program on Geriatric Caregiving in accordance with your Tender Notice No.:-----, Dated----- We are hereby submitting our proposal, which includes Technical Proposal and Financial Proposal sealed in separate envelopes.

I hereby declare that all the information and statements provided in the technical proposal are true and correct and I accept that any misinterpretation contained in it may lead to disqualification of our proposal. Our proposal will be valid for acceptance up to **90 Days** and I confirm that this proposal will remain binding upon us and may be accepted by you at any time before the validity of the bid.

I, hereby unconditionally undertake to accept all the terms and conditions as stipulated in the bid document. In case any provision of this tender are found violated, then your office shall have the rights to reject our proposal including forfeiture of the earnest money deposit out-rightly.

I remain,

Yours faithfully,

***Authorized Signatory
with Date and Seal***

Name and Designation:_____

Address of the Bidder: _____

{FORM-T1}

1.	Name and Designation of the Bidder	
2.	Details of Bid Processing Fee:	DD NO.:
		Date:
		Amount{Rs.}
		Name of the issuing Bank:
3.	Bid Security/ EMD	DD NO.:
		Date:
		Amount{Rs.}
		Name of the issuing Bank:
4.	Full Address of Registered Office	Postal Address:
		Telephone No.:
		Fax No.:
		E-Mail Address:
5.	Name & telephone number of the authorized person signing the bid	Name and Designation:
		Mobile Number:
6.	Bank Name	Account Number:
		Bank and Branch Name
		IFSC Code
7.	PAN No. {Attach self-attested copy}	
8.	GSTIN {Attach self-attested copy.}	
9.	Acceptance to all the terms &	

	conditions of the tender {Yes/No}.	
10.	Power of Attorney/ Authorization letter for signing the of the bid documents	
11.	Please submit an undertaking that no criminal case is pending with the police at the time of submission of bid.	
12.	Kindly mention the total number of pages in the tender document	

13. Financial Turnover of the bidder for the last 3 financial years.*

Financial Year	Turn Over Amount (In INR)	Average Turnover (In INR)
2023-24		
2022-23		
2021-22		

**from the date of issue of tender*

14. Details of the similar type service provided by the bidder in previous years:

Sl. No.	Period	Name of Authority/Client with Complete Address	Type of services provided with details	Contract Amount (in INR)
1				
2				
3				

15. Declaration

I Shri _____ Son/Daughter/Wife of Shri _____
Proprietor/ Director/ Authorized signatory of (Name of the Agency), competent to
sign this declaration and execute this tender;

I have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them;

The information and documents furnished along with the tender are true and authentic
to the best of my knowledge and belief. I am well aware of the fact that, furnishing of
any false information / fabricated document would lead to rejection of our tender at
any stage besides liabilities towards prosecution under appropriate law.

(Signature of Authorised Representative with seal)

Place:.....

Date:.....

Enclosures:

1. Bid Processing Fee in the form of Demand Draft in original
2. EMD in the form of Demand Draft in original
3. Copy of tender document (each page must be signed and sealed)
4. Duly filled Technical Bid and Financial Bid
5. List of Documents as applicable

FORM-T2

UNDERTAKING

[On the Stamp Paper of appropriate value in shape of affidavit from the Notary regarding non-blacklisting]

I hereby undertake that, our organisation has not been blacklisted/debarred by any of the Central / State Government Department/ Office or by any Public Sector Undertaking (PSUs) and not blacklisted by any authority during the recent past.

Yours sincerely,

Authorized Signature

[In full and initials]

Name and Designation of the Signatory:

Name of the Bidder and Address:

FORM-T3

UNDERTAKING

*[On the Bidder's Letter Head regarding not have any pending judicial proceedings
for any criminal offences]*

I hereby undertake that there is no criminal case pending in any Court of Law against our agency or against the Proprietor/Director/Persons to be deployed by our company.

I/we further certify that Proprietor/Director/Persons to be deployed by our agency or my agency have not been convicted of any offence in any Court in India during the recent past. I understand that I am fully responsible for the contents of this undertaking and its truthfulness.

Yours sincerely,

Authorized Signature

[In full and initials]

Name and Designation of the Signatory:

Name of the Bidder and Address:

SECTION-VI

FINANCIAL BID

COVERING LETTER

(BIDDER LETTER HEAD)

[Location, Date]

To

The Director,

SSEPD Deptt., Lokseva Bhaban, Bhubaneswar, Odisha-751001

Sub: Tender for selection of PIA for conducting training and certification program on Geriatric Caregiving in (Zone name)

Sir,

I, the undersigned, offer to provide the services for conducting training and certification program on Geriatric Caregiving in accordance with your Tender No. _____ Dated: _____. Our attached financial price is **[Insert amount(s) in words and figures) for the proposed service]**. This amount is **exclusive** of the taxes applicable as per GST Act. I do hereby undertake that, in the event of acceptance of our bid, the services shall be provided in respect to the terms and conditions as stipulated in the tender document.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the proposal of **90 days**. I have carefully read and understood the terms and conditions of the tender to provide the services accordingly.

I understand that you are not bound to accept any proposal you receive.

I remain,

Yours faithfully,

Authorized Signatory

[In full and initials]

Name and Designation of Signatory with Date and Seal:

Address of the Bidder:

(FORM-F1)**Administrative Charge**

Manpower Details:					
SI No	Category of Manpower	Requirement	Cost per 100 trainees in 4 batches in INR (inclusive of remuneration and other statutory dues if applicable)	GST as applicable	Total in INR
1					
2					
3					
A. Sub Total (Manpower Cost) in INR					
Equipment Details:					
SI No	Description of Equipment	Requirement	Cost per 100 trainees in 4 batches in INR	GST as applicable	Total in INR
1					
2					
3					
B. Sub Total (Equipment Cost) in INR					
Consumables/ Recurring Material Details:					
SI No	Description	Requirement	Cost per 100 trainees in 4 batches in INR	GST as applicable	Total in INR
1					
2					
3					
C. Sub Total (Consumable Cost) in INR					
D. Total in INR (A+B+C)					
E. Service Charges @					
F. Total Administrative Charges (D + E)					

- Bidder with lowest evaluated competitive price for the required service will be awarded with contract.
- The bids with 'Nil' or very abnormally low quoted service charges will be treated as Non responsive and will be rejected during the financial evaluation stage.
- In case of tie in the financial quote among the multiple technically qualified bidders, the bidder having highest score in the technical presentation stage will be considered for award of contract.

Place:.....

Date:.....

(Sign and seal of Authorised Representative)

SECTION-VII

BID SUBMISSION CHECK LIST

Sl. No.	Description	Submitted (Yes/No)	Page No.
TECHNICAL BID(ORIGINAL)			
1	Covering Letter in Bidders Letter Head and General details of the Bidder (FORM-T1)		
2	Bid Processing Fee as applicable		
3	EMD as applicable		
4	Copy of Incorporation/Registration Certificate of the Bidder		
5	Copy of PAN		
6	Copy of GSTIN		
7	Copy of ITR for the last three Assessment years from 2021-22 to 2023-24		
8	TECHNICAL BID duly filled in(Covering Letter,FORM-T1,T2and T3)		
9	Financial details of the bidder along with all the supportive documents such as copies of income/Expenditure Statement and Balance Sheet for the last 3 years		
10	Power of Attorney in favour of the person signing the bid of behalf of the bidder.		
11	List of completed /on-going assignments of similar nature (Past Experience Details)		
12	Undertaking for not have been black-listed by any Central / State Govt./any Autonomous bodies during the recent past.(FORM-T2)		
13	Undertaking for not having any police case pending against the bidder (FORM-T3)		

FINANCIAL BID(ORIGINAL)			
1	Covering Letter in Bidder Letter Head		
2	Duly Filled in Financial Bid (FORM-F1)		

It is to be ensured that:

- All information has been submitted as per the prescribed format only.
- Each part has been separately bound with no loose sheets and each page of all the three parts are page numbered along with Index Page.
- All pages of the proposal needs to be sealed and signed by the authorized representative.

Authorized Signatory [In full and initials]:_____.

Name and Designation with Date and Seal:_____.

SECTION-VIII

SERVICE AGREEMENT

(To be made on Rs 100.00 Non-Judicial Stamp Paper)

This SERVICE AGREEMENT is made on _____ between, _____ (hereinafter called as the “Authority”) of the 1st Party and, _____ its principal place of business at _____

_____ (hereinafter called the “Service Provider”) of the 2nd Party.

WHEREAS

- (a) the “Service Provider”, having represented to the “Authority” that the service provider has offered to provide the service in response to the Tender Notice No: _____, Dated: _____ issued by the Authority;
- (b) the “Authority” has accepted the offer of the Service Provider to provide the required services as per the terms and conditions as set forth in this Service Agreement.

NOW, THEREFORE, IT IS HEREBY AGREED between the two parties as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:

Appendix A: The General Terms and Conditions of Agreement;

Appendix B: The Scope of Work;

Appendix C: Agreement Price and Payment Term;

2. The mutual rights and obligations of the Authority and the Service Provider shall be as set forth in the Agreement, in particular:

- (a) The Service Provider shall carry out the service in accordance with the provisions of the Agreement; and
- (b) The Certificate on the satisfactory performance of the services by the Service Provider shall be issued by an officer authorized by the Authority and in consideration of the Certificate of the satisfactory performance of Service Provider, the Authority shall make such payments and in such a manner as is provided in the Agreement.

3. **Mode of Payment**

The Service Provider will open a specific Bank Account for payment by the Authority in the beneficiary account towards the services performed by the Service Provider. The Service Provider will furnish the details of the Bank Account to the Authority within 7 days of the signing of the Agreement.

This Agreement constitutes the agreement between two parties in respect to

obligations.

Now this agreement witnesses as below:

- a) That in consideration of the payment to be made by the “**Authority**” to the “**Service Provider**”, the “**Service Provider**” hereby agrees with the “**Authority**” to provide services in conformity with the provisions of the terms and conditions of the Agreement.
- b) That the “**Authority**” hereby further agrees to pay the “**Service Provider**” the Agreement price at the time and in the manner prescribed in the said terms and conditions.
- c) Financial limit under this Agreement varies with changes in statutory dues and government taxes as applicable from time to time.
- d) That in the event of any dispute that may arise it shall be settled as per the terms and conditions of the Agreement.
- e) That this agreement is valid up to _____.

For and on behalf of [Authority]

Witness 1:

Witness 2:

For and on behalf of [SERVICE PROVIDER]

[Name and Designation of the Representative with seal]

Witness 1:

Witness 2:

PERFORMANCE BANK GUARANTEE FORMAT

To

The Director

SSEPD Department, Lokaseva Bhavan, Bhubaneswar

WHEREAS (Name and address of the Agency) (hereinafter called "the Agency") has undertaken, in pursuance of Contract No. _____ dated _____ to undertake the training and certification program on geriatric caregiving in (Zone Name) (herein after called "**the contract**").

AND WHEREAS it has been stipulated by the Director, SSEPD in the said contract that the Agency shall furnish you with a Bank Guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Agency such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider up to a total of _____ (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of _____ (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This performance bank guarantee shall be valid until the _____ day of _____ year. Our branch at _____ (Name & Address of the Bank) is liable to pay the guaranteed amount depending on the filing of claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our _____ branch a written claim or demand and received by us at our

_____ branch on or before Dt. _____ Otherwise bank shall
be discharged of all liabilities under this guarantee thereafter.

.....
(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer
.....

.....
Seal, name & address of the Bank & Branch

CONCEPT NOTE

1. Background:

With increasing life expectancy and reduction in mortality rate, the elderly are the fastest growing population segment in India. With more than one hundred million people aged above 60 years, the country is facing the challenges how to effectively address the needs and problems faced by them.

As per census figure of 2011, Odisha had 39.8 lakh persons aged 60 years and above, constituting 9.5% of its total population, which is higher than the national average of 8.6%. The elderly population is expected to reach 62.69 lakh by 2026 which would be about 13.8% of the State's total population by that year. By 2031, this number of elderly people in the State is expected to rise to 15.8%, ranking Odisha sixth among the states in the country for having a high percentage of senior people and by 2036, this is expected to rise to 17% of the total population. The State will have to cater to the needs of approximately 80 lakh senior citizens by that time.

With the rising population of old age and with upcoming challenges related to longevity and disability including health and various other related issues such as social, emotional, security, there is a felt need of human resources who are qualified and have knowledge and skill on various dimensions of elderly issues to work in the government and non-governmental organization working for the elderly population and issues relating to ageing in the country.

2. Need for training programme:

As our population ages, the likelihood of chronic illness and co-morbidity adults face will cause an increased demand for support and assistance from family and friends. Ageing involves a number of biological changes which affect the activities of daily living e.g. reduction in eyesight, hearing and mobility reducing an individual's ability to sustain independent living for which they need other people's assistance to do things for them. These people who assist the elderly are known as caregivers.

With changing employment trends there is breaking away of the joint family system and the changing lifestyle; children are not able to take good care of their aged parents. As both, husband and wife have to go out for work; they need the help of committed and trained caregivers for bedside assistance for their dear ones. Thus, there is huge need for professionally trained geriatric caregivers who can provide support for activity for daily living, assistance in medical care and overall help in improving the quality of daily life of senior citizens.

This training program will address the area for bridging the gap between the need of geriatric homecare and availability of homecare service provider. Training of youth, widows, and single women in geriatric care giving will develop their skill and create a pool of caregivers for the elderly who are need of such services, will provide the invaluable assistance to the needy elders in attending to the activities of daily living and thus improve quality of life of both the elderly and the caregivers.

This will help the senior citizens for assistance in emergency health care and support for their emotional wellbeing. These professionals will assist them in providing social needs to develop their coping mechanism in social isolation and empower them in their complex physical and mental health. These caregivers can educate them about personal safety and disease prevention too.

3. About the training:

The three-month training course for the geriatric caregivers has a multi-disciplinary approach which provides the learners with a range of skills to perform their duties efficiently. In addition to this, a small section in the course is devoted to familiarizing the constitutional provisions, legislations and schemes for the elderly which ensures that the caregiver is well aware of the legal rights of the senior citizens and his/her obligations to the elderly.

A certificate course on Geriatric caregiver has an emphasis on physical care and mental care of the elderly which includes activities of daily living as well as handling of bed sores, wounds and giving first aid, counselling, Dementia care management etc. Basic training to physiotherapy, massage and yoga will also be provided to the trainees through hospital exposure.

Target beneficiaries:

The direct beneficiaries of the training will include the youth, single women, widows and untrained professionals working in this field. The indirect beneficiaries will be elderly persons i.e. those in the age group of 60+ years; who require assistance in activities of daily living.

4. Training Programme:

(i) Duration of Course:

Total duration of the course will be of **3 months**; which includes theory classes, practical and soft skills as per NISD recommended program.

(ii) Course Curriculum:

The course curriculum includes:

1. Geriatric / Elderly care- Introduction
2. Body system, functions and related problems in Elderly
3. Mental health issues/ concerns in Elderly
4. Communication, Empathy and Companionship

5. Infection and Control
6. Nutrition
7. Positions, comfort devices and assistive devices
8. Caring procedures

The detailed module framework is attached at **Annexure-1**.

Besides the framework, the following points must be carefully designed in the training program.

- a) Regular field work and experience for trainees (internship programs) or on-the-job training should be compulsorily given in partnership with senior citizen organizations or through collaboration with medical professionals and institutions.
- b) The training must have scope/facilities to discuss about the emergency response systems/ senior citizen helpline so that the trainees will have an idea how to address real life problems. For this purpose, the agency may tag with the ELDERLINE/ Senior Citizen Helpline for practical experience of the trainees.
- c) The training program shall also emphasize on empathy, emotional care, verbal communication, companionship, psychological care and de-stressing in a compassionate manner.
- d) Training program must include Field exposure to senior citizen homes for hands-on experience/ case study in senior citizen care and have group discussions amongst the trainees

(iii) Eligibility for Students/Trainees

1. Youth, single women or widows, untrained professionals working in this field with a priority to widows, divorcees
2. Minimum qualification 10th Pass
3. Minimum Age limit- 25 years and Maximum Age limit- 40 years
4. Should have documentary evidence supporting identity/ age/ education/ residence/character etc.

(iv) Desired Documents to be produced:

1. Aadhaar as support of identity
2. Educational Qualification certificate/mark sheet
3. Character certificate issued by any Gazette Officer/ Sarapanch/ Councilor or Corporator/Police
4. Should not have involved in any criminal case

(v) Eligibility for Master Trainer:

The trainer should be-

1. General Nursing and Midwifery (GNM) with three years of experience
2. B. Sc Nursing with one years of experience
3. Trainers with teaching experience in the field of geriatric care will be preferred

4. Guest faculty should be qualified/certified enough to take the respective session e.g. if the agency calls for a guest faculty for taking session on Physiotherapy, then the guest faculty should be a senior physiotherapist.
5. Medical professionals (doctors, nurses, paramedics), social workers and counsellors experienced geriatric care professionals, members from recognized senior citizen organizations, as resource persons for providing insights to the trainees in the field.

(vi) Commencement of training program:

- a. The selected agency/institution need to accept the terms and conditions in the RFP document which will be valid for one Financial Year.
- b. The agency/institution will initially select the eligible trainees and submit the final candidates list for the proposed training.
- c. The programme should commence within one month from date of release of first instalment of sanctioned amount. The list of final candidates should be submitted to the Department after selection process is over.
- d. The PIA should have network/collaboration with senior citizen homes/medical professionals, doctors and paramedical staff, special educators, members from senior citizen organizations, senior citizen helpline for expert advice through interactive and practical sessions for better training.
- e. After successful completion of training, the program implementing agency is required to maintain a database of the trained caregivers and take steps for their gainful engagement in different institutions. The PIAs are expected to function as a repository of the pool of caregivers and publish their details (caregivers name/ contact number/ address etc) in website.
- f. They would act as a placement agency themselves or tie up with other manpower providing / service provider agencies that will absorb these trainees in domestic homes/ old age homes/ hospitals for internship and there will be a scope for their engagement in future.

g. Batch details:

Each batch will comprise of 25 numbers of trainees at a time in one zone and 100 trainees in one year. Thus, there will be 200 caregivers to be provided training during one year in the State.

h. Certification and assessment:

To ensure independent and unbiased assessment and certification of trained candidates, the Training institute will be required to arrange for assessment and certification as per Govt. guidelines. At least 15 days prior to assessment, the training

partner/ agency should intimate the affiliating institute and the Department about the date of assessment.

The assessment for the theory and practical will be done by the concerned affiliating institute as per the provisions or by an external agency preferably Institute of National repute in the same field. Along with this behavioural study, community engagement and awareness, response system of the trainees may also be evaluated. Department officials at district level (District Social Security Officer) may visit the training institution during assessment as an independent observer.

Department shall provide a onetime assistance of Rs. 1200/- per trainee (maximum) for fresh assessment only. Re-assessment charges, if incurred by the agency/ training institute will not be reimbursed.

All candidates completing the course and successfully passed the assessment test will be eligible for proper certification.

i. Release of financial assistance:

The sanctioned amount for training cost as given at Model-I below, will be released in three phases.

1ST Installment:

Advance payment of 20% of total project cost shall be given on approval of the training institution by the Government and submission of the list of mobilized candidates by the PIA/institution.

2nd Installment:

40% of the project cost shall be released upon end of assessment after submission of batch report consisting of:

- a) Activities conducted in the batch
- b) Program Schedule
- c) Attendance details of students
- d) Assessment details (month-wise)
- e) Internship report
- f) Final assessment report
- g) Exposure visit to Old age home etc.

3rd Installment:

The remaining 40% of the project cost (final installment) will be released after confirmation regarding verification by a placement Agency and certificate furnished on the placement made for candidates.

- ❖ The Department reserves the right to withhold the payment of the balance amount and wherever deemed appropriate and demand refund of earlier paid installment with bank interest, if the agency/ training institution found to have misled the Department by submitting incorrect information or deliberately

suppressing relevant information. Department may consider recommending to Govt. of India for blacklisting such training providers/ institutions.

Model-I**Cost Norms for 3 month training program for 100 caregivers in 4 batches/groups**

Item/Component	Component description	No. of units/courses	Total cost for 4 courses/ batches in a year
Recurring expenses:			
Honorarium to Trainer (maximum 2 professional faculties for two hours of theory class a day each) (120 hours of theory class in a batch)	Rs. 1000 per faculty per hour of theory class in a batch of 25 trainees	4	Rs. 1000* 120 hrs = 1,20,000 per batch Rs. 1,20,000 * 4 units = Rs. 4,80,000/-
Honorarium to Instructor (maximum 2 instructors for two hours of practical class a day each) (120 hours of practical class in a batch)	Rs. 1000 per instructor per hour of practical class in a batch of 25 trainees	4	Rs. 1000* 120 hrs = 1,20,000 per batch Rs. 1,20,000 * 4 units = Rs. 4,80,000/-
Trainee Selection and advertisement	15,000 per batch	4	15,000 * 4 = Rs. 60,000/-
Venue rent + Audio-Visual equipment cost + Table/Chair etc	Rs. 2000 per day per batch of 25 trainees for 3 months	4	1,80,000/- * 4 = Rs. 7,20,000/-
Boarding and Lodging Cost for Residential Training Program	Rs. 7,875 per day per 25 trainees for 3 months (@ Rs. 315 per day per Trainee in Y category cities as per Gazette Notification of Ministry of Skill Development and Entrepreneurship dated 1 st January, 2021	4	7,08,750/- per batch* 4 = Rs. 28,35,000/-
Training cost including stationery such as bag/ apron/ study materials/ I Card/diary/pen etc and refreshment)	Rs. 6000 per trainee per batch of 25 students	4	Rs. 6,00,000/-
Field Exposure/ Onsite training at hospital/reputed old age homes- posting in wards	Rs. 2000 per day for 30 days (120 hours)	4	60,000 * 4 = Rs. 2,40,000/-

to handle patients under supervision (120 hours of on the job training per batch)			
Vehicle hiring cost for onsite training (20-25 seated traveler)	As per Govt. norms and limited to Rs. 4500 per day based on actuals in the bills	4	1,35,000 * 4 = Rs. 5,40,000/-
Assessment Charges	Rs. 1200 per trainee	4	Rs. 1,20,000/-
Total			Rs. 60,75,000/-
Other Contingency and expenses	5% of recurring cost		Rs. 3,03,750/-
G. Total			Rs. 63,78,750/-

5. Monitoring & Inspection:

Training partners should submit monthly progress report to the Department on the student enrollment, activities taken, development of course, field works etc carried out during the training. Department officials/ District authorities will make surprise visits during the course of program.

During inspection, authority may inspect all the non-financial documents such as attendance, activity book, assessment papers etc. related to the project and interaction with the trainees as well as the trainers and officials of the agency/institution at any point of time during the course of training to assess the quality and status of the training programme.

Utilization Certificate

Utilization Certificates in prescribed format for the programme/ project should be sent to the FA-cum-Special Secretary, SSEPD on a six monthly basis along with audited statement and report cards along with such other documents as may be asked for from time to time.

Annex – 1

Inventory list for Geriatric Caregiver training (Medical Lab Equipment)		
Sl. No	Equipment	Quantity
1	Hospital bed	1
2	Bed sheet	2
3	Blanket	1
4	Pillow	1
5	Pillow case	2
6	Cardiac table	1
7	IV stand	1
8	Wheelchair	1
9	Stretcher +walker	1+1
10	Basin (steel) big + medium + small	3
11	Bed pan	1
12	Urinal pot	1
13	Artery forcep	1
14	Big + medium + small tray	2+2+2
15	Small bowl	2
16	Kidney tray (small)	2
17	Jug	2
18	Tongue depressor	2
19	Bucket	1
20	Thermometer (clinical + digital)	1 + 1
21	Stethoscope	2
22	BP apparatus (manual + digital)	2 + 1
23	Uro bag	1
24	Steel Drum (small)	2
25	Mug	1
26	Glucometer with strips and lancet	1
27	Goggles + gown	1+1
28	Towel (big + small)	1+1
29	Dustbin color coded	
	a. Blue bin	1
	b. Yellow bin	1
	c. Red bin	1
	d. Green bin	1
	e. Black bin	1
30	Nebulizer	1

31	Venflon	1
32	Ryle's tube + Foley's catheter	1 + 1 + 1
33	Mannequin	1
	Consumables (on going expenditure)	
34	Syringe any size (50 ml), insulin syringe	1+1
35	Gloves (surgical) disposable	1+1
36	Mask	2
37	Head cap	2
38	Mackintosh	2
39	Shoe cover	2
40	Dettol solution (100 ml)	1
41	Dettol hand wash	1
42	Alcohol hand rub	1
43	Toothbrush +toothpaste + mouthwash	1+1
44	Soap + soap case + shampoo (15ml) + powder	1+1+1
45	Hair oil (15 ml)	1
46	Vaseline	1
47	Sponge cloth (mitten)	1
48	Betadine solution	1
49	Micropore	1
50	Normal saline solution (100 ml)	2
51	Register	1
52	First aid box	1
53	Sterile steel strays	1
54	Water bag (hot & cold compress)	1
55	Spirit	1
56	Oxygen cylinder with trolley	1
57	Suction machine	1
58	Diaper	2
59	Feeding cup	1
60	Bed side locker	1
61	Foot stool	1
62	Weighing machine	1
63	Inch tap	1

**MODULE FRAMEWORK
FOR
THREE MONTHS CERTIFICATE COURSE ON GERIATRIC CAREGIVERS.**

Chapter -1: Geriatric/Elderly Care

- 1.1 Introduction to the Chapter
- 1.2 Objectives/Key learning outcomes
- 1.3.0 Content
 - 1.3.1 Definition of Elderly
 - 1.3.2 Elderly Care a growing challenge
 - 1.3.3 Ageing and Ageing process
 - 1.3.4 Changes in Elderly
 - 1.3.5 Rights of Elderly (Constitutional Rights)
 - (1.3.5a) Who is an Elderly caregiver?
 - (1.3.5b) What is caregiving?
 - 1.3.6 Characteristics/traits/qualities of caregivers
 - 1.3.7 Roles & responsibilities of caregivers
 - 1.3.8 Scope/Job opportunities
 - 1.3.9 Code of conduct
- 1.4.0 Teaching Learning Methods
- 1.5.0 Summary
- 1.6.0 Exercises

Chapter -2: Body System, functions & related problems in Elderly

- 2.1.0 Introduction to the Chapter
- 2.2.0 Objectives/Key learning outcomes
- 2.3.0 Human Body System
 - 2.3.1 Hearts & Circulation and Diseases related to Circulatory System—
 - 2.3.1.1 Heart Attack,
 - 2.3.1.2 Hypertension
 - 2.3.1.3 Hypotension
 - 2.3.2 Respiration/Breathing-
 - 2.3.2.1 Asthma
 - 2.3.2.2 Pneumonia
 - 2.3.2.3 COPD
 - 2.3.3 Excretion
 - 2.3.3.1 Urinary Incontinence
 - 2.3.3.2 Urinary Tract Infection
 - 2.3.4 Sensory Organs –

- 2.3.4.1 Low Vision
- 2.3.4.2 Hearing Loss
- 2.3.4.3 Allergy
- 2.3.4.4 Injury
- 2.3.4.5 Taste Buds
- 2.3.5 Muscles & Bones –
 - 2.3.5.1 Joint Pain
 - 2.3.5.2 Fracture
 - 2.3.5.3 Weakness
 - 2.3.5.4 Muscle Pain
- 2.3.6 Digestion –
 - 2.3.6.1 Acidity
 - 2.3.6.2 Constipation
 - 2.3.6.3 Diarrhoea
- 2.3.7 Brain & Nerves –
 - 2.3.7.1 Cerebro Vascular Accident
- 2.3.8 Endocrine –
 - 2.3.8.1 Diabetes
 - 2.3.8.2 Prostrate in males
- 2.3.9 Hormonal Imbalance –
 - 2.3.9.1 Males
 - 2.3.9.2 Females
- 2.4.0 Teaching Learning Methods
- 2.5.0 Summary
- 2.6.0 Exercise

Chapter -3: Mental Health Issues/Concerns in Elderly

- 3.1.0 Introduction to the Chapter
- 3.2.0 Objectives/Key learning outcomes
- 3.3.0 Content
 - 3.3.1 Dementia
 - 3.3.2 Alzheimer's Disease
 - 3.3.3 Stress related disorders
 - 3.3.4 Parkinson's Disease
 - 3.3.5 Sleep disorders
 - 3.3.6 Depression/worthlessness
- 3.4.0 Teaching Learning Methods
- 3.5.0 Summary
- 3.6.0 Exercise

Chapter - 4: Communication, Empathy & Companionship.

- 4.1 Introduction to the Chapter
- 4.2 Objectives/Key Learning outcome
- 4.3 Content
 - 4.3 a Communication
 - 4.3 b Types of communication
 - 4.3 c Communication Process
 - 4.3 d Essentials of Good Communication
 - 4.3 e Interpersonal Relationship
 - 4.3 f Meaning of Empathy
 - 4.3 g Empathy and Companionship in managing loneliness in elderly person.
 - 4.3 h The characteristics of caregiver for the elderly
 - a. Patience
 - b. Sensitivity
 - c. Dependability
 - d. Emotional stability
 - e. Service orientation
 - f. dedication
- 4.4 Teaching Learning Methods
- 4.5 Summary
- 4.6 Exercise

Chapter -5: Infection & Control

- 5.1.0 Introduction to the Chapter
- 5.2.0 Objectives/Key learning outcomes
- 5.3.0 Content
 - 5.3.1 Meaning of Infection
 - 5.3.2 Causes of infection
 - 5.3.3 Cycle of infection
 - 5.3.4 Hand hygiene
 - 5.3.5 Personal Protective Equipment (PPE)
 - 5.3.5 A)Gloves
 - 5.3.5 B) Gowns
 - 5.3.5 C)Face masks
 - 5.3.6 Bio-Medical Waste Management
 - 5.3.7 Occupational Hazards
 - 5.3.8 Patient Care equipments and supplies
 - 5.3.9 Environmental Control
- 5.4.0 Teaching Learning Methods
- 5.5.0 Summary
- 5.6.0 Exercise

Chapter - 6: Nutrition

- 6.1.0 Introduction to the Chapter
- 6.2.0 Objectives/Key learning outcomes
- 6.3.0 Content
 - 6.3.1 Sources of Nutrition
 - 6.3.2 Diet Pyramid for elderly
 - 6.3.3 Principles for selection of diet
 - 6.3.4 Factor affecting appetite
 - 6.3.5 Types of diet
 - 6.3.6 Diet for certain diseases
- 6.4.0 Teaching Learning Methods
- 6.5.0 Summary
- 6.6.0 Exercises

Chapter - 7: Positions, Comfort Devices & Assistive Devices

- 7.1.0 Introduction to the Chapter
- 7.2.0 Objectives/Key learning outcomes
- 7.3.0 Content
 - 7.3.1 Positions
 - 7.3.2 Comfort devices
 - 7.3.3 Measures to ensure comfort to a patient
 - 7.3.4 Assistive devices
- 7.4.0 Teaching Learning Methods
- 7.5.0 Summary
- 7.6.0 Exercises

Chapter - 8: Caring Procedures

- 8.1.0 Introduction to the Chapter
- 8.2.0 Objectives/Key learning outcomes
- 8.3.0 Content
 - 8.3.1. Bed Making**
 - 8.3.2. Aid in Personal Hygiene**
 - 8.3.2.1. Oral Hygiene/Mouth Care
 - 8.3.2.2. Sponge Bath/Bed Bath
 - 8.3.2.3. Care of Hair Lice
 - 8.3.2.4 Hair Wash
 - 8.3.2.5. Back Care

- 8.3.2.6. Shaving
- 8.3.2.7. Foot & Nail Care

8.3.3. Elimination Need

- 8.3.3.1 Giving and removing Bed pan
- 8.3.3.2 Diaper Change
- 8.3.3.3 Urinal Pot

8.3.4. Aid in Daily Activity

- 8.3.4.1 Nasogastric Tube Feeding
- 8.3.4.2 Feeding the Elderly

8.3.5. Assistance in Medication

- 8.3.5.1 Administration of oral medicines
- 8.3.5.2 Eye care & Instillation of ointment
- 8.3.5.3 Instillation of eye drops
- 8.3.5.4 Instillation of Ear drops
- 8.3.5.5 Administering Nasal drops
- 8.3.5.6. Challenges of drug administration in the elderly

8.3.6. Measuring Parameters

- 8.3.6.1. Vital Signs
 - 8.3.6.1.a. Measuring Temperature
 - 8.3.6.1.b. Checking Pulse
 - 8.3.6.1.c. Checking Respiration
 - 8.3.6.1.d. Checking Blood Pressure
- 8.3.6.2 Checking Blood sugar

8.3.7. Special Procedures

- 8.3.7.1 Hot Compress
- 8.3.7.2. Cold Compress
- 8.3.7.3. Oxygen Administration
- 8.3.7.4. Nebulization
- 8.3.7.5. Suctioning
- 8.3.7.6. Steam Inhalation
- 8.3.7.7. Wound Dressing

8.3.8. Transferring of Patients

- 8.3.8.1. Mobility Challenges in Elderly
- 8.3.8.2. Basic Law
- 8.3.8.3 Devices Used in Transportation
- 8.3.8.4 Three Man Lift
- 8.3.8.5. Lifting client from Bed to Wheel chair

8.3.9 Fall Prevention

- 8.3.9.1. Common types of Falls
- 8.3.9.2. Fall prevention Guidelines Need to be adopted

8.3.10.Documention

8.3.11 Death Care

8.3.12.First Aid

8.3.12.1 Haemorrhage

8.3.12.1a Nose Bleed

8.3.12.1b Foreign Body

8.3.12.2 Unconscious

8.3.12.3 Bites & Stings

8.3.12.4.Burns & Scalds

8.3.12.5.Shock

8.3.12.6.CPR

8.3.12.7.Dressing & Bandaging

8.3.13.Medical Abbreviation

8.4.0 Teaching Learning Methods

8.5.0 Summary

8.6.0 Exercises

